AastraLink *Pro* 160

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User Guide
Release 1.2

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Preface

About This Guide

Introduction

This guide describes how to use your Aastra IP phone when it is installed in an AastraLink Pro 160 IP phone network. Specifically, it describes how to:

- Start up your IP phone.
- Use the Phone UI to operate your phone.
- Use the Web UI to operate your phone.

This guide is intended for the Aastra IP phone end-user.

Other Documentation

The AastraLink Pro 160 documentation set includes:

- ***AastraLink Pro 160 Quick Start User Guide*** - Describes how to install and register your phone with the AastraLink Pro 160 on your network.
- ***AastraLink Pro 160 Quick Start User Guide*** - Describes how to initially install user IP phones on your network, and how to register user IP phones with the device. Also describes how to use the IP phone UI, or the AastraLink Web UI, to operate your IP phone.

Chapters in This Guide

This guide contains the following chapters:

For	Go to
Overview information about the AastraLink Pro 160	Chapter 1
Operating Your Aastra IP Phone with the Phone UI	Chapter 2
Operating Your Aastra IP Phone with the Web UI	Chapter 3
IP Phone Reference for All Model Aastra IP Phones	Appendix A
Troubleshooting Solutions	Appendix B
Remote Office Configuration of the IP Phone	Appendix C

Making Emergency Calls: Important Information!

NOTE: Remote IP phone users should never make emergency calls using the AastraLink Pro 160, because the location information will be incorrect. E911 regulations in the United States require street address location information be transmitted to the PSAP. This information is provided by the Telco, using the location of the analogue line connected to the AastraLink Pro 160 Lifeline port (for example, FXO Line 1), rather than the address where the remote IP phone is installed.

Warning: On remote phones connected to the AastraLink Pro 160, the following emergency related message displays: **“E911 calls are not available from this phone.”** The phone user must press **DONE** to acknowledge the message.

Chapter 1
Getting Started

Your system administrator has installed an AastraLink Pro 160 on your IP phone network. The AastraLink Pro 160 is networking device that connects your local Aastra IP phone network to the public switched telephone network (PSTN).

The AastraLink Pro 160 also includes network management software that your administrator uses to manage and maintain your Aastra IP phone network.

The AastraLink Pro 160 is compatible with the following Aastra SIP IP phones and expansion modules:

- **675xi Series SIP IP Phones:** 6730i, 6731i, 6751i, 6753i, 6755i, 6757i, 6757i CT
- **9143i, 9480i, 9480i CT SIP IP Phones**
- **MBU 400 and DECT 420d handset**
- **Expansion Modules**: 536M and 560M

For more information about each specific IP Phone model and Expansion Module, see Appendix A, “Aastra IP Phone Model Reference.”

What Does the AastraLink Pro 160 Allow Me To Do?

As an Aastra IP phone user, you can use the AastraLink Pro 160's Web-based User Interface (Web UI) to manage calls, and configure features, on your Aastra IP phone.

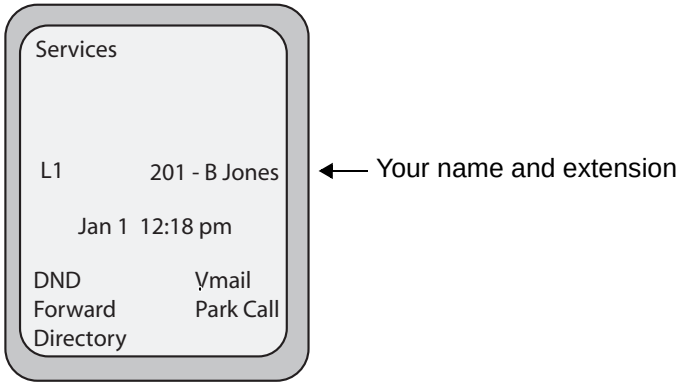
Some of the things you can do using the AastraLink Pro 160 Web UI include:

- Dial phone numbers from the Callers List
- Enter a phone number to dial from the AastraLink Pro Web UI
- View the Call List (calls received) on your phone
- View number of missed calls
- View number of voicemails currently on your phone
- Enable and configure IP phone features like Do Not Disturb, Call Forwarding, and Find-Me Follow-Me
- Check and forward voicemail messages
- Access your personal and corporate phone directory
- Configure custom softkeys for your IP phone and print softkey labels for phones that use labels
- Configure your User preferences (email, cell number, home number, language, ring tone)
- Set voicemail notification (notify of voicemails via email or email with audio-attachment)
- Set the extension to send the incoming call to
- Set the number of rings on your phone before sending the call to voicemail
- Ability to change your User password

What Should I Do First?

To get started using your IP phone on the AastraLink Pro 160 phone network, do one of the following actions:

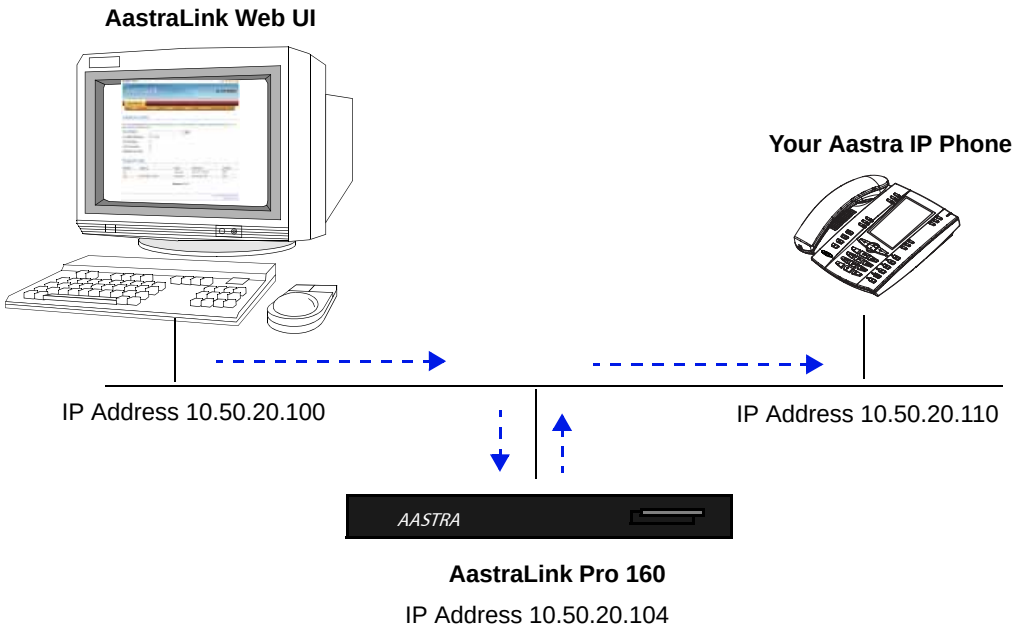
- If you are installing and initializing your IP phone for the first time, see the *AastraLink Pro 160 Quick Start User's Guide* for instructions.
- If you or your system administrator has already installed your IP phone and connected it to the AastraLink IP phone network, and your phone UI displays an Idle State Screen showing your name and extension (see the example shown below), then proceed to one of the following chapters:
  - *Operating My IP Phone Using the Phone UI*
  - *Operating My IP Phone Using the Web UI*



What Information Do I Need To Use the AastraLink Pro 160 Web UI?

In order to use the AastraLink Web UI to communicate with your Aastra IP phone, you need to know the IP address assigned to the AastraLink Pro 160.

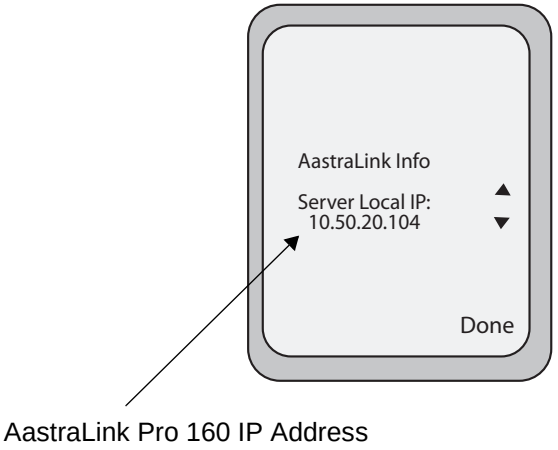
When you use the AastraLink Web UI, the information you specify is first sent to the AastraLink Pro 160. The AastraLink Pro 160 records and stores the new data, and then updates your IP phone's configuration with the changes that you specified.



There are two ways you can obtain the IP address assigned to the AastraLink Pro 160.

- Your system administrator can provide this information.
- You can use your Aastra IP phone, and the following procedure, to identify the address.

Aastra IP Phone UI

Step	Action
1	Press Options key on the phone key pad (or the **Options** key on the Aastra IP phone models 9143i and 9480i) to bring up the **Options** list.
2	Use △ and ▽ to scroll through the list key to select **Phone Status**, then press **<Show>**
3	Select **AastraLink Info**, then press **<Show>**
4	Press the down **<Arrow>** until the AastraLink IP Address menu appears (see below). In this example, the IP Address of the AastraLink Pro 160 is **10.50.20.104**  **NOTE:** Each device on the network has a unique IP Address. The IP address assigned to your AastraLink Pro 160 is going to vary from the one shown in this example. However, it will have the same format.
5	Write down the IP Address of your AastraLink Pro 160. You need it to access the AastraLink Web UI.
6	Press **<Done>** to exit.

Can I Still Use My Phone UI?

Yes! The table below shows the options available using the AastraLink Web UI and the Aastra IP phone UI.

Phone Option	Access From Web UI	Access from Phone UI
Dial A Number	✔	✔
Manage Your Recent Calls	✔	✔
Manage Your Voicemail	✔	✔
Enable Phone Features • Do Not Disturb • Call Forwarding • Find Me Follow Me	 ✔ ✔ ✔	 ✔ ✔
Use Phone Directories	✔	✔
Configure Softkeys Reset Softkey Defaults	✔ ✔	✔
Edit Your User Preferences • Contact Information • Voicemail Preference • Change Password	 ✔ ✔ ✔	
Set Phone Preferences • Contrast Level • Set Audio (only available on models with this feature)		 ✔ ✔
View Phone IP Address	✔	✔
View AastraLink IP Address	✔	✔
View Phone Firmware version	✔	✔
Set Phone To Factory Defaults		✔
Restart Phone		✔
Lock Your Phone		✔
Configure User Profiles *(Admin Only)*	✔	
Configure AastraLink Pro 160 System and Network Parameters *(Admin Only)*	✔	
Perform AastraLink Pro 160 Maintenance and Upgrade tasks *(Admin Only)*	✔	

Chapter 2
Operating Your Aastra IP Phone Using the Phone UI

About this Chapter

Introduction

This chapter describes how to use the phone UI to operate your IP phone.

Topics

This chapter covers the following topics:

Topic	Page
Read Me First	page 2-3
IP Phone Dial Plan and Star Codes	page 2-4
Plugging in and Starting Your IP Phone	page 2-7
Making Calls	page 2-29
Receiving Calls	page 2-32
Handling Calls	page 2-34
Managing Calls	page 2-45
Managing Your Voicemail	page 2-54
Using IP Phone Directories	page 2-65
Enabling/Disabling Operator Schedule (if Operator enabled on the phone)	page 2-69
Specifying IP Phone Preferences	page 2-72
Viewing IP Phone and AastraLink System Information	page 2-79
Administrator Menu	page 2-83
Restarting your IP Phone	page 2-85

Topic	Page
Phone Lock	page 2-86
Using Other IP Phone Features	page 2-87

Read Me First

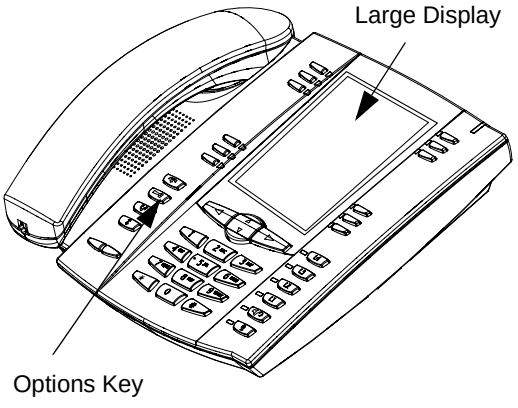
The IP phone examples (menus, key pads, etc.) shown in this chapter reflect those Aastra IP phones with large screen displays (for example, the 6755i, 6757i, or 6757i CT). If you are using a different model Aastra IP phone, note the following information:

- The display on your model phone may be smaller.
- The key pad on your model phone may vary. You may have more, or fewer softkeys/hard keys available, and they may be located in a different area on the phone.
- The default softkeys preprogrammed on your model phone may vary. If you wish, you can add additional softkeys using the Web UI.

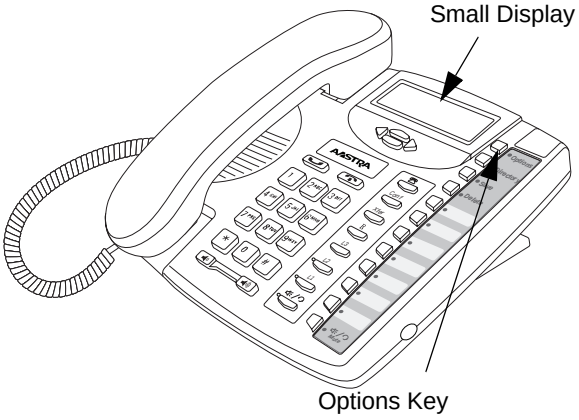
For example, the display on the Aastra Model 6757i IP phone is larger than on the 9143i IP phone. Therefore, you must use the arrow keys to scroll through and view menu options on the 9143i phone UI.

See Appendix A, "Aastra IP Phone Model Reference" for a complete description of the keys and buttons available on your Aastra IP phone.

Aastra IP Phone Model 6757i



Aastra IP Phone Model 9143i



IP Phone Dial Plan and Star Codes

The table below describes the dial plan for your Aastra IP phone. The dial plan is also summarized in the tree diagram shown in the "Aastra IP Phone Dialplan" on page 2-6,

For Calls To	Dial the Following Number(s)
Internal extension	3 or 4 digit extension number
An extension located in a peer AastraLink network.	7 + <access digit>* <extension number> *Contact your Administrator for the access digit assigned to the peer AastraLink network.
External SIP number	8 + <access digit>* <external number> *Contact your Administrator for the access digit assigned to the external SIP trunk.
External PSTN number	9 + <number>
Abbreviated number	1 + <00 through 99> *Contact your Administrator for the abbreviated digits assigned to a number
Overhead paging system	6000
Relay switch	6001
Fax	6010 6011
Auto-Attendant	6100
Voice-Mail	6101
Conference Moderator	6102
Meet-me conferencing	62XXX 63XXX 64XXX *XXX is the meet-me number owned by phone extension 2XXX, 3XXX, or 4XXX

For Calls To	Dial the Following Number(s)
Ring group	65XXX *XXX is the ring group number
Paging group	66XXX *XXX is the paging group number
Parked call	67XX *XX is the parked call number

The table below describes the star codes implemented for your Aastra IP phone.

For Calls To	Dial the following star-code
Intercom to extension XXX	*5XXX
Public Address/Overhead paging	*60
Voicemail	*66
Directed Call Pickup of extension XXX	*76XXX
Do Not Disturb	*78
Voice mailbox of extension xxx	**xxx

Aastra IP Phone Dialplan

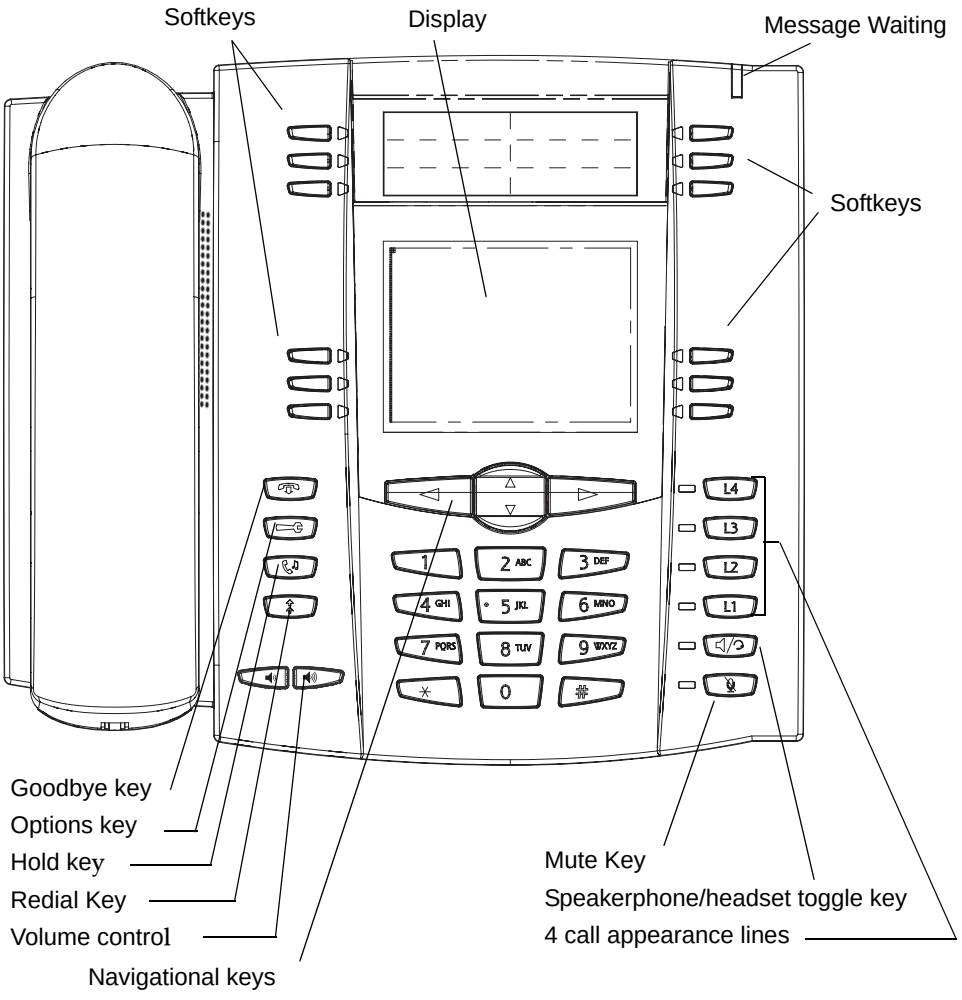
The following are the Aastra IP Phone local dial plan numbers and directory numbers.

DialPlan Numbers	Directory Numbers
0	0 Operator
1 Abbreviated Dialing	00 through 99
2* Extn	2xx/2xxx SIP Extension
3* Extn	3xx/3xxx SIP Extension
4* Extn	4xx/4xxx SIP Extension
5 Unused	
6 Feature Access 0 Local Features 00 Paging 01 Relay 02...09 Unused 10 FXS A 11 FXS B 12 AutoFAX 20...99 Unused 1 Local CallP Features 00 IVR 01 Vmail 02 ConfMod 1 Unused 2* virtual extension 3* virtual extension 4* virtual extension 5...9 Unused 2 Meetme Extn 3 Meetme Extn 4 Meetme Extn 5 Call/Ring Groups 6 Paging/Intercom Groups 7 Call parking 8 Unused 9 Unused	 6000 Overhead paging 6001 Activate Relay 6010 FAX/Phone A 6011 FAX/Phone B 6012 FAX A/B Auto selection 6100 Auto-attendant IVR 6101 Voicemail 6102 Conference Moderator 62xxx Meet-me owned by 2xxx 63xxx Meet-me owned by 3xxx 64xxx Meet-me owned by 4xxx 65xxx Ring Group xxx 66xxx Paging Group xxx 67xxx Parked Call xxx
7* AastraLink Trunk	7+ (access digit) + xxx/xxxx *access digit = 0 - 9 (assigned by the administrator) * xxx/xxxx = 3 or 4 digit extn
8* SIP Trunk	8 + (access digit*) + external number *access digit = 0 - 9 (assigned by the administrator)
9* PSTN (FXO Access)	9 external - PSTN line call

Plugging in and Starting Your IP Phone

This section describes phone behavior and start up screens you may see when you plug in your IP phone, or when you restart it.

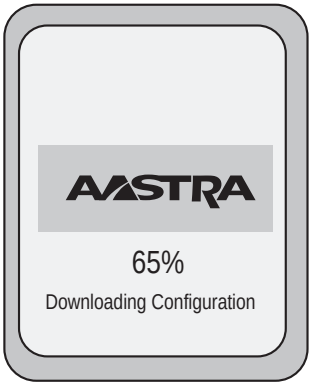
Aastra IP Phone



Note: For a description of keys on other model phones, see A, "Aastra IP Phone Model Reference.".

Your IP phone begins the start up sequence as soon as you connect it to your network and displays the following startup screens:

Your IP phone then checks settings and looks for new configuration and firmware updates for the phone from the AastraLink Pro 160. This may take a few moments while the phone downloads the latest updates.



Note: Important! Do not unplug or remove power to the phone while it is checking or installing firmware and configuration information.

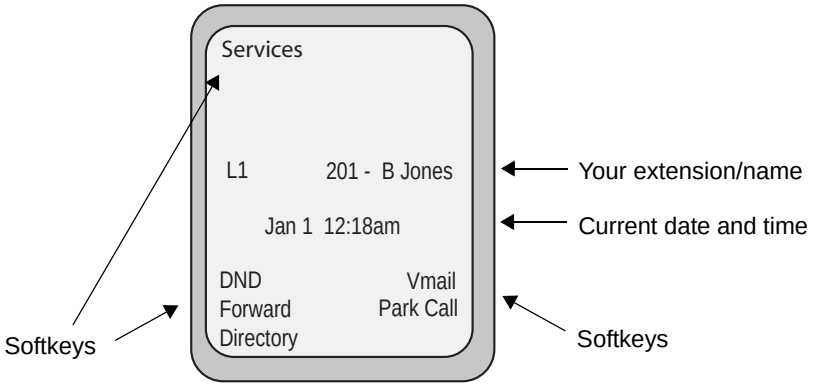
How to Use the IP Phone UI

Idle State Screen

Assuming you have already registered your Aastra IP phone with the AastraLink Pro 160, your phone displays the Idle screen (see below) when it powers up.

Note: Refer to the *AastraLink Pro 160 Quick Start User's Guide* for instructions on registering your IP phone with the AastraLink Pro 160.

The Idle State screen lists your name, extension, date, and time. Your IP phone displays this screen whenever the phone is not in use.



Idle State Screen (IP Phone Model 57i)

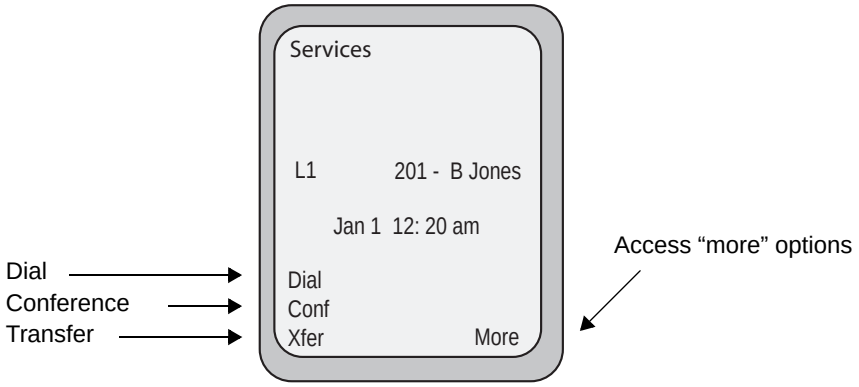
On large screen display phone models like the 57i, your phone also displays various preprogrammed *softkeys*. Softkeys function exactly like the hard keys on your phone, except you, or your administrator, can program them to perform different functions. When you press a softkey, an action takes place. For example, pressing the DND softkey enables the Do Not Disturb feature on your phone.

The top left side of your phone UI displays the Services softkey. The bottom of the phone UI displays the default softkeys that your system administrator has set up for your IP phone network. These may include DND, Forward (call forwarding), Vmail (voicemail), etc.

Note: You can add, delete, or edit softkeys for your IP phone using the AastraLink Web UI. See Configuring SoftKeys For Your IP Phone on page 3-32 for more information.

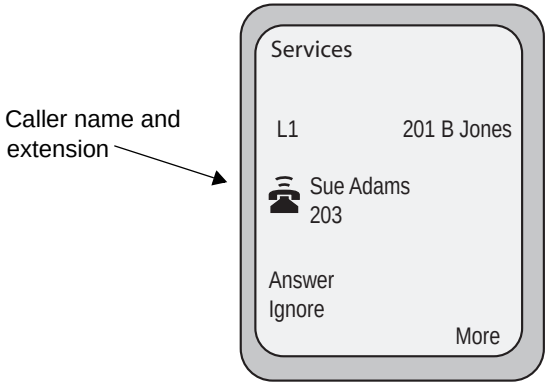
Idle State Screen When You Pick Up The Handset

When you lift the handset, the bottom of the screen changes to display different set of softkeys, as shown below:



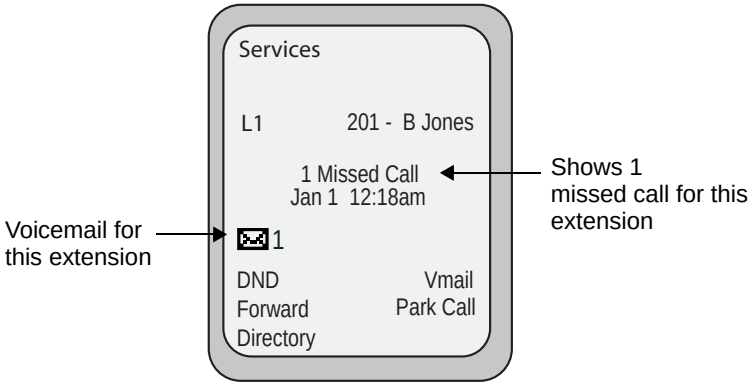
Idle State Screen When A Call Is Incoming

When your IP phone receives an incoming call, screen changes to display a ringing phone icon. Below that are the Answer and Ignore softkeys. If you wish, you can use these softkeys to answer the call, or ignore the call (the call transfers to your voicemail). See “Receiving Calls” on page 2-32 for other methods of answering calls.



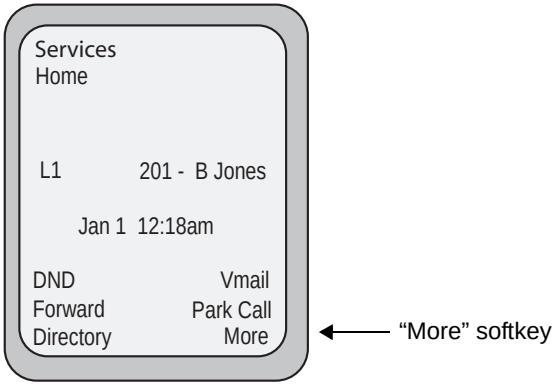
Idle State Screen with Voicemail Messages

If you have new voicemail messages waiting, the envelope icon ✉ appears. The number next to the envelope indicates how many new messages you have.

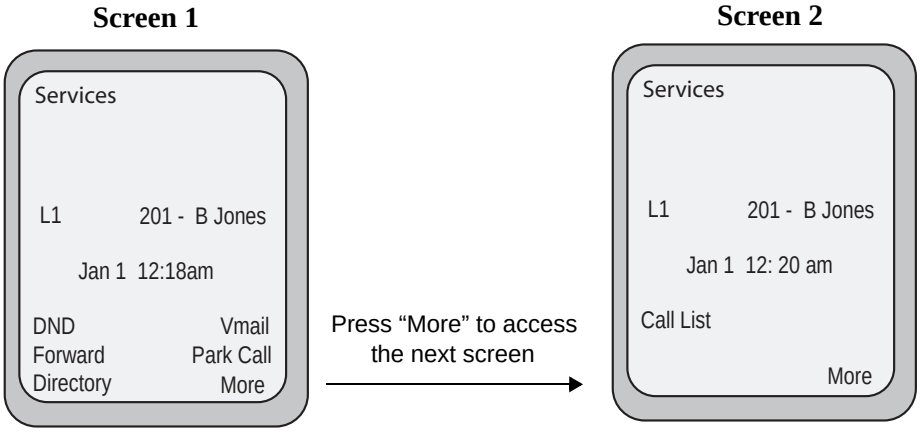


Idle State Screen With Additional Softkeys Configured

If you or your administrator configure additional softkeys (more than can fit on the main Idle State screen) then a “More” softkey appears at the bottom right side of the screen.



Pressing the More softkey allows you to access addition softkeys configured on your phone. For example, you press the More softkey on Screen 1 to access the Call List softkey on screen 2.



Options Screen

When you press the Option button on your IP phone keypad (or the **Option** key on the Aastra IP Phone Models 9143i and 9480i), the Options screen appears.

The Options menu selections are shown below.

Option	Description
1	**Services** 1. Voicemail 2. Directory 1. Personal 2. Corporate 3. Call List 4. Call Settings 1. Do not Disturb 2. Call Forwarding 3. FindMe FollowMe 5. Relay 6. Pickup Call 7. Park List 8. Operator (Operator designated phone only) 1. Duty Status 2. Schedule Override
2	**Preference** 1. Display 1. Contrast Level 2. Backlight 2. Set Audio (for models that support audio) 1. Audio Mode 2. Headset Mic Volume 3. Handset Pairing (for CT models only)
3	**Phone Status** 1. AastraLink Info 2. IP&MAC Addresses 3. LAN Port 4. PC Port 5. Firmware Info
4	**Administrator Menu** (Administrator only) 1. UPnP 2. Factory Default
5	**Restart Phone**
6	**Phone Lock**

Note: UPnP and Factory Default options are administrator level functions only.

Use the following procedure to access the Options Menu.

Aastra IP Phone UI

Step	Action
1	Press the Option button on the phone key pad. (Or press the **Options** key on model 9143i and 9480i IP Phones.)
2	To go to an option**,** use △ and ▽ to scroll through the list, or press the number corresponding to the option.
3	Press the **Select** softkey, the ▷ button, or press the number of the option to select it.
4	Use the softkeys that display for each option to change a selected option.
5	Press **Done** to save the changes.
6	Press the button, the ◁ button, or the button at any time to exit without saving changes.

Services

The Services menu provides specific services available in your AastraLink Pro 160 network. Available options are described in the following table.

Note: On small display model phones, you may need to configure a **Services** softkey to access the services screen. See Configuring SoftKeys For Your IP Phone on page 3-32 for instructions.

Services Menu

Option	Description	For more information, see
Voicemail	Allows you to access and use visual voicemail from your IP Phone UI.	"Managing Your Voicemail" on page 2-54.
Directory	Allows you to access the following directories via your IP Phone UI: • Personal Directory • Corporate Directory	"Using IP Phone Directories" on page 2-65.
Call List	Allows you to access and view the current list of calls that came into your phone using your IP Phone UI.	"Using the Recent Callers List" on page 2-45
Call Settings	Allows you to access and configure the following features using your IP Phone UI: • Do not disturb • Call Forwarding • Find-Me Follow-Me	"Enabling Do Not Disturb" on page 2-49 "Enabling Call Forwarding" on page 2-50 "Enabling Find-Me, Follow-Me" on page 2-51.
Relay	Allows you to enable/disable a relay switch via your IP Phone UI. You can use this relay switch as a command to an external device (for example, open a locked entrance door).	"Activating a Relay Switch" on page 2-91
Pickup Call	Allows you to view a list of directed call pickup (DCP) calls via your IP Phone UI, and select a DCP call from the list.	"Intercepting Calls Using Directed Call Pickup" on page 2-48

Option	Description	For more information, see
Park List	Allows you to view a list of parked calls via your IP Phone UI, and select a parked call from the list.	"Parking/Picking Up An Incoming Call" on page 2-42
Operator	Allows you to enable or disable the following: • Duty Status - Allows you to specify whether or not someone is available to answer the phone. Turns the Operator duty, On or Off. • Schedule Override - Allows an operator to override the current schedule specified. Sets the Operator schedule to "Open" or "Closed". **Note:** Your administrator must enable your phone as "Operator" to use these Operator features.	"Enabling/Disabling Operator Schedule (if Operator enabled on the phone)" on page 2-69

Use the following procedure to access the Services Menu.

Aastra IP Phone UI

Step	Action
1	Press the Option button on the phone key pad. (Or press the **Options** key on model 9143i and 9480i IP Phones.)
2	Select **Services** from the Options Menu.
3	To go to an option**,** use △ and ▽ to scroll through the list, or press the number corresponding to the option.
4	Use the softkeys that display for each option to change a selected option.
5	Press **Done** to save the changes.
6	Press the button, the ◁ button, or the button at any time to exit without saving changes.

Preferences

The Preferences menu allows you to set the contrast setting for your LCD display, and the audio settings on your phone. Available options are described in the following table.

Preferences Menu

Option	Description	For more information, see
Display	Allows you to set the following on your phone: • Contrast Level • Backlight	"Setting Display" on page 2-72.
Set Audio (for models that support audio)	Allows you to set the following on your phone: • Audio Mode • Headset Mic Volume	"Setting Audio (not available on 6751i)" on page 2-75.
Handset Pairing (CT models only)	For models 57i CT and 9480i CT, this option allows you to pair and unpair the handset with the base phone.	"Changing the Handset Pairing (CT models only)" on page 2-78.

Use the following procedure to access the Preferences Menu.

Aastra IP Phone UI

Step	Action
1	Press the Option button on the phone key pad. (Or press the **Options** key on model 9143i and 9480i IP Phones.)
2	Select **Preferences** from the Options Menu.
3	To go to an option, use △ and ▽ to scroll through the list, or press the number corresponding to the option.
4	Use the softkeys that display for each option to change a selected option.

Aastra IP Phone UI

Step	Action
5	Press **Done** to save the changes.
6	Press the button, the ◁ button, or the button at any time to exit without saving changes.

Phone Status

The Phone Status menu allows you to view AastraLink network information and your IP Phone information, such as IP and MAC addresses and firmware version currently on the phone. Available options are described in the following table.

Phone Status Menu

Option	Description	For more information, see
AastraLink Info	Allows you to view the IP and MAC addresses of the AastraLink Pro 160 in your network.	"Viewing AastraLink Information" on page 2-79
IP&MAC Addresses	Allows you to view the extension number of your phone, and the IP addressess of your IP Phone.	"Viewing the IP Address and MAC Address of Your Phone" on page 2-80
LAN Port	Allows you to view the status of the LAN port on your IP Phone	"Viewing the LAN and PC Port Status on Your Phone" on page 2-81
PC Port	Allows you to view the status of the PC port on your IP Phone.	"Viewing the LAN and PC Port Status on Your Phone" on page 2-81
Firmware Info	Allows you to view the current firmware information loaded on your IP Phone.	"Viewing Firmware Information on Your Phone" on page 2-82

Use the following procedure to access the Phone Status Menu.

Aastra IP Phone UI

Step	Action
1	Press the Option button on the phone key pad. (Or press the **Options** key on model 9143i and 9480i IP Phones.)
2	Select **Phone Status** from the Options Menu.
3	To go to an option, use ⌃ and ⌄ to scroll through the list, or press the number corresponding to the option.
4	Use the softkeys that display for each option to change a selected option.

Aastra IP Phone UI

Step	Action
5	Press **Done** to save the changes.
6	Press the button, the ◁ button, or the button at any time to exit without saving changes.

Administrator Menu

The Administrator menu allows you to enable/disable UPnP and reset the phone to factory default settings. The Administrator menu is password protected for administrator use only.

Administrator Menu

Option	Description	For more information, see
UPnP	Allows an administrator to enable or disable Universal Plug'n Play (UPnP)	"Enabling/Disabling UPnP" on page 2-83
Factory Default	Allows an administrator to set the IP phone to its factory default settings.	"Setting Your Phone To Factory Default Settings" on page 2-84

Use the following procedure to access the Administrator Menu.

Aastra IP Phone UI

Step	Action
1	Press the Option button on the phone key pad. (Or press the **Options** key on model 9143i and 9480i IP Phones.)
2	Select **Administrator Menu** from the Options Menu.
3	In the **Password** field, enter the administrator password and press **Enter**.
4	To go to an option**,** use △ and ▽ to scroll through the list, or press the number corresponding to the option.
5	Use the softkeys that display for each option to change a selected option.
6	Press **Done** to save the changes.
7	Press the button, the ◁ button, or the button at any time to exit without saving changes.

Restart Phone

The Restart Phone option allows you to restart your IP Phone if required.

For information about restarting your phone, see "Restarting your IP Phone" on page 2-85.

Phone Lock

The phone lock option allows you to lock and unlock your phone dynamically.

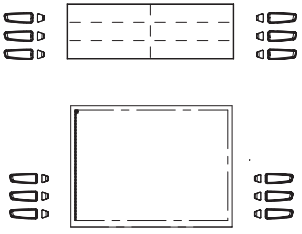
For information about locking/unlocking your phone, see "Locking/Unlocking Your IP Phone" on page 2-86.

How to Use IP Phone Hard Keys

Your IP phone panel contains various hard keys that allow you to operate your IP phone. The following table lists key descriptions for the Aastra Model 57i phone.

Note: Depending on your IP phone model, your IP phone key panel may contain different keys. See Appendix A, "Aastra IP Phone Model Reference" for a description of your IP phone.

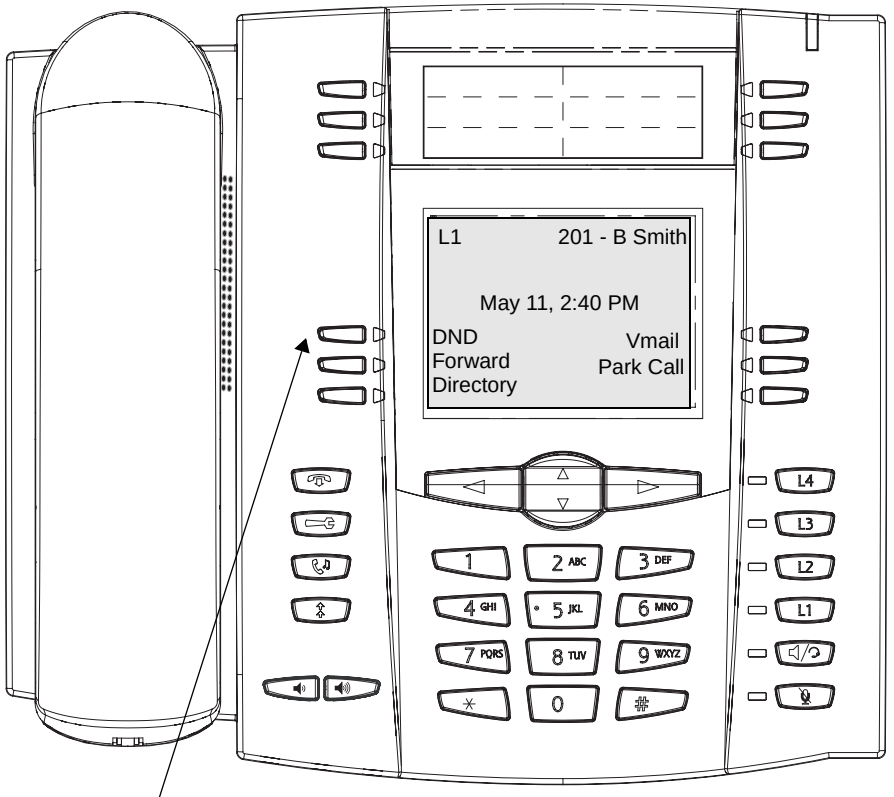
Keys	Key Description for the 57i Model Phone
	Goodbye key - Ends an active call. The Goodbye key also exits an open list, such as the Options List, without saving changes.
	Options key - Accesses options to customize your phone. Your System Administrator may have already customized some of your settings. Check with your System Administrator before changing the administrator-only options.
	Hold key - Places an active call on hold. To retrieve a held call, press the call appearance button beside the light that is flashing.
	Redial key - Redials up to 100 previously dialed numbers. Pressing the Redial key twice simultaneously redials the last dialed number.
	Volume control key - Adjusts the volume for the handset, headset, ringer, and handsfree speaker.
	Line/Call Appearance key - Connects you to a line or call. The Aastra 57i IP phone supports up to 4 line keys. **Note:** Your model IP phone may support more/fewer line keys.

Keys	Key Description for the 57i Model Phone
	Handsfree key - Activates Handsfree for making and receiving calls without lifting the handset. When the audio mode option is set, this key is used to switch between a headset and the handsfree speakerphone.
	Mute key - Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute).
	Navigation keys - Pressing the UP and DOWN arrow keys lets you view different status and text messages on the LCD display (if there is more than 1 line of status/text messages). These buttons also let you scroll through menu selections, such as the Options List. Pressing the LEFT and RIGHT arrow keys lets you view the different line/call appearances. While in the Options List, these keys allow you to exit or enter the current option. When you are editing entries on the display, pressing the LEFT arrow key erases the character on the left; pressing the RIGHT arrow key sets the option.
	**Softkeys** - 12 softkeys on the 57i IP Phone (this number varies, based on your IP phone model). • 6 Top Keys: programmable static softkeys (up to 10 programmable functions) • 6 Bottom Keys: programmable state-based softkeys (up to 20 programmable functions) Your system administrator has preprogrammed the default set of softkeys for your IP phone. You can add additional softkeys, or edit softkeys, using the Web UI.

How To Use IP Phone Softkeys

Softkeys function exactly like the hard keys on your phone, except they are programmable.

When you press a softkey, an action takes place. For example, when you press the DND softkey, you enable Do Not Disturb on your phone. Some softkeys enable or disable a feature (like DND or Call Forwarding), while others allow you to quickly access services or applications on your phone. For example, if you press the Directory softkey, your phone UI displays your personal and corporate phone directories. If you press the Voicemail softkey, you access your voicemail account.



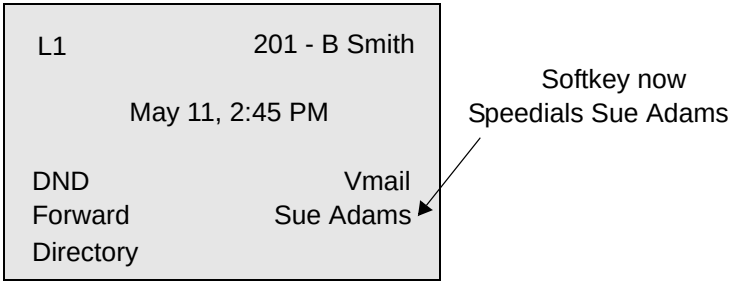
Press DND softkey
to enable “Do Not Disturb” on this phone.

When you first began using your phone, it was preconfigured with a default set of softkeys. These softkeys are assigned by your system administrator. If you wish, you can use the Web UI to customize - or reprogram - the softkeys on your Aastra IP phone according to your specific needs.

Using the AastraLink Web UI Softkeys menu, you can:

- Add new softkeys
- Delete softkeys
- Edit a default softkey so it performs a different function

For example, suppose your IP phone is configured with a “Park Call” softkey like the one shown in the previous example. However, perhaps you would rather edit this softkey to function as a “Speedial” softkey - in order to dial Sue Adams, who you frequently call. To make this change, you use the AastraLink Web UI to change the softkey type from Park Call to Speeddial. Your Phone UI then updates to show the changes you specified, as shown below.



Updated Phone UI

Note: See “Configuring SoftKeys For Your IP Phone” on page 3-32 for instructions on adding, deleting, or editing softkeys for your IP phone.

How to Use Multiple Line and Call Appearances Buttons

Your Aastra IP phone has hard line/call appearance buttons, each with a corresponding status light. These line/call appearance buttons and lights can represent physical lines, calls for your extension, or calls from a group — of which your extension is part. The model 6757i phone has 4 hard line/call appearance buttons, described in the table below. Your model phone may have more, or fewer, hard line/call appearance buttons.

Line/Call Appearance Light Behavior	Line/Call Appearance Status
Off	Idle line or no call activity
Light flashes quickly	Ringing
Light is solid	Connected
Light flashes slowly	Hold

By pressing a line/call appearance button, you connect to the line or to the call it represents. The line/call appearance light indicates the status of that line or call. When the phone is taken off-hook, the phone automatically selects a line for you.

When you have more than one call, you can use the left and right navigation buttons (◀ and ▶) to scroll left and right to the different call information. The Icons ◀ and ▶ will appear if there is call information to the left, right or both sides of the current information you are viewing.

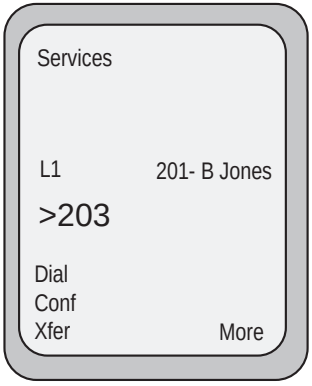
The Phone UI shows which line the call information is referring to (L1, L2, L3, etc.), the Caller ID information (name and number, if available), the call status (Connected, Ring, Hold etc.) and the timer specific to that call.

Making Calls

Dialing A Phone Number

Use the following procedure to dial a phone number on your Aastra IP Phone

Aastra IP Phone UI

Step	Action
1	Take the phone off-hook by: • lifting the handset • pressing a line/call appearance button. You can also dial a phone number without taking the phone off the hook (on-hook dialing) by pressing the key. See "Dialing Using the Handsfree Speakerphone" on page 2-30 for instructions.
2	At the dial tone, enter the number you wish to call. In this example, 203. If you are unable to make calls within certain area codes, check with your system administrator for any toll restrictions placed on your extension that may restrict your access to long distance area codes or dialing prefixes.  When your party picks up, a timer appears that records the length of your call.

Dialing Using the Handsfree Speakerphone

The handsfree feature allows you to speak to someone without using the handset or headset. Your phone must be in either the Speaker or Speaker/Headset audio mode to use this feature. See "Setting the Headset Microphone Volume" on page 2-77 for instructions.

To dial using handsfree, first press and enter a number at the dial tone. Press to disconnect the call.

To switch between handsfree and handset/headset mode, do one of the following actions:

- If in speaker audio mode, press to switch between handsfree and handset.
- If in speaker/headset audio mode, press to switch between handsfree and headset.

Dialing Using a Headset

The audio mode on your IP phone must be set to Headset, Speaker/Headset, or Headset/Speaker to use this option. See "Setting the Headset Microphone Volume" on page 2-77 for more information.

Aastra IP Phone UI

Step	Action
1	Plug the headset into the jack.
2	Press the key to obtain a dial tone or to answer an incoming call. Depending on the audio mode selected from the Options menu, a dial tone or an incoming call will be received on either the headset or the handsfree speakerphone.
3	Enter a number at the dial tone.
4	Press the to end the call

Redialing

Use the following procedure to redial a number.

Aastra IP Phone UI

Step	Action
1	To redial a number, do one of the following actions: • Press to dial the most recent number you dialed from the phone. • If you are off-hook and press the last number you called will be called back. • If you are on-hook and press a **Redial Directory** list appears on-screen. The redial list stores up to the last 100 numbers you called. The redial key remembers pause key presses. The redial list is also accessible during active calls.
2	To use the redial list, do one of the following actions: • Scroll through and select the number you wish to redial. • Press to see the second most recently dialed number, or to see the oldest call on your list. To dial the displayed number press , or lift the Handset, or press any line key.

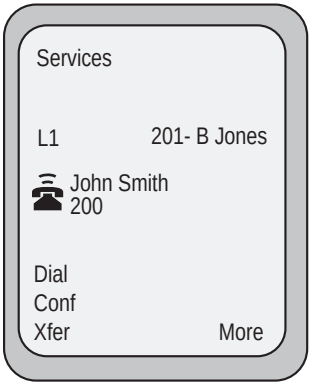
Muting a Call

To mute a call, press the button at any time to mute handset, headset or handsfree. The speaker light will flash slowly and you can hear the caller, but they cannot hear you. To switch mute on or off, press .

Note: If you place a muted call on hold, the phone automatically takes the call off mute when you reconnect to the call.

Receiving Calls

When a call is ringing at your extension, you will see the "*Inbound Call*" Screen. The line/call appearance light flashes quickly for the incoming call.



Answering an Incoming Call

Aastra IP Phone UI

Step	Action
1	To answer a call, do one of the following actions: • Lift the handset for handset operation. • For handsfree operation, press or the line/call appearance button for the incoming call. • Press for headset operation. • Press the **Answer** softkey (only available on large display model phones). **Note:** If the phone is already connected to a call, pressing the line/call appearance button for the new incoming call (or pressing the **Answer** softkey) automatically places the connected call on hold and answers the new call. To reconnect to a party, press the line/call appearance button for that call. If you cannot answer the call, the caller goes to voicemail (if configured).
2	To end a call, press the button or replace the handset.

Note: The audio mode setting you have selected in the options list under Headset Settings determines if the call goes to handsfree or headset operation. For more information, see "Setting the Headset Microphone Volume" on page 2-77

Ignoring an Incoming Call

You can send an incoming call directly to voicemail without answering the call. To do this, do one of the following actions:

- Press the **Ignore** softkey.
- Press without picking up the handset.

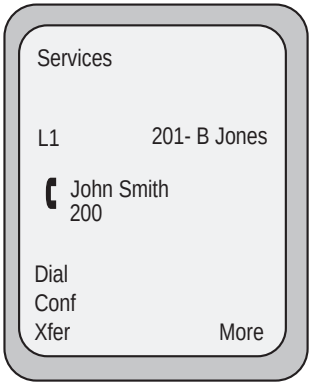
Your incoming call should go directly to voicemail. Your phone screen displays a voicemail icon ( ) along with the number of waiting messages, if you have unheard messages (example: x4).

Handling Calls

Placing a Call on Hold

Use the following procedure to place a call on hold.

Aastra IP Phone UI

Step	Action
1	Connect to the call (if not already connected).
2	Press the key.  The line/call appearance light will begin to flash slowly. After a short time the phone beeps softly to remind you that you still have a call on hold. The screen displays "**Call Held**" icon, and the caller's name and number. The phone will not beep to remind you that you still have a call on hold if you are connected to another call. To let your caller know that they are still on hold, music plays softly (if this has been set up for your system). The call/line appearance light for the line you are on remains solid to indicate that you are still connected.

Retrieving a Held Call

When you place a call on hold, only your phone can retrieve the call.

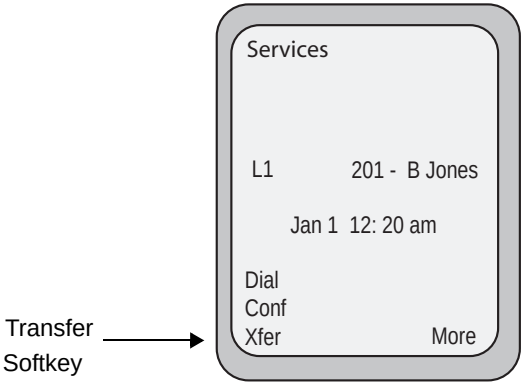
To reconnect to a call press the line/call appearance button where that call is being held. If you press the call/line appearance button again, you will disconnect from the call. If you have more than 1 call on hold, you can scroll through the held call information by pressing (◀ and ▶) navigation keys.

Automatic Hold

When juggling between calls, you do not have to press the hold button to go from one call to the next. The phone automatically puts your current call on hold as soon as you press a new line/call appearance button. If you have more than one call on hold, you can reconnect to a held call by pressing the line/call appearance button where that call is being held. Press to disconnect the call.

Transferring a Call

When you lift the handset on the phone, the **Transfer (Xfer)** softkey displays on the bottom of the Idle State screen.



There are two ways to transfer calls using your Aastra IP phone:

- **Blind Transfer**

  A blind transfer is when you transfer a call directly to another extension without consulting with the person receiving the call. To do this, simply complete the transfer immediately after you have entered the number. The call goes directly to the extension or outside line you transferred to. If the party you are transferring the call to does not answer, the transferred call rings back to your extension.

- **Consultative Transfer**

  You also can consult with the person you are transferring the call to, before you complete the transfer. To do this, simply remain on the line until the receiving party answers the call. After consulting with the receiving party, you can either complete the transfer, or cancel, and go back to the original call.

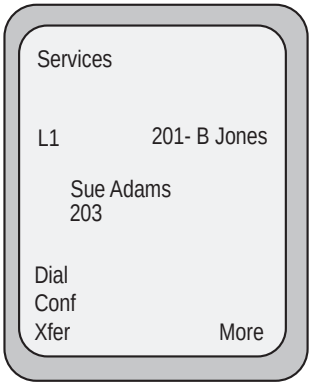
Note: The AastraLink Pro 160 supports consultative transfer and blind transfer for calls to SIP extensions; however, it supports only consultative transfer for calls to user groups.

Use the following procedure to transfer a call:

Aastra IP Phone UI

Step	Action
1	Connect to the call you wish to transfer (if not already connected)
2	Press the **Xfer** softkey.

Aastra IP Phone UI

Step	Action
3	Enter the extension number of the person to which you wish to transfer the call. In this example, Sue Adams, extension 203. 
4	Do one of the following actions: • To abort the transfer, press the line/call appearance button again. This disconnects the new call, leaving the original call on hold. To go back to the original call, press the line/call appearance button for this call. • To complete the transfer, press the **Xfer** key again, or disconnect by placing the handset back on hook, pressing or pressing the line/call appearance button for the active call. **Note:** To complete a “blind” transfer, press the **Xfer** Key again before the phone begins dialing. To complete a consultive transfer, remain on the line to speak with the party, before pressing the **Xfer** Key again. To cancel the transfer, select **Cancel** on the display screen.

Setting Up A Conference Call

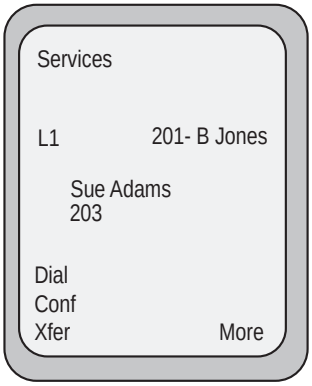
When you lift the handset on the phone, the **Conference** softkey displays on the bottom of the screen.

Your IP phone system supports up to 3 parties (including yourself) in a conference.

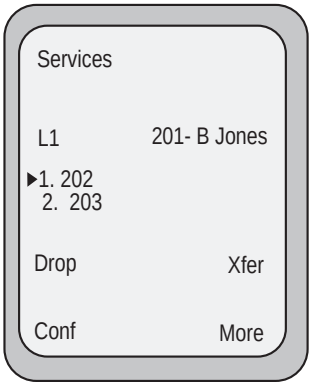
Creating a New Conference Call

Use the following procedure to create a conference call:

Aastra IP Phone UI

Step	Action
1	Connect to the first party you wish to include in the conference (if not already connected). In this example, extension 202.
2	Press the **Conf** softkey. A new line opens.
3	Enter the extension of the person you wish to add to the conference. In this example, extension 203. 
4	Wait for the new party to answer. You can consult with the new party first before adding them to the conference.

Aastra IP Phone UI

Step	Action
5	Do one of the following actions: • If you do not wish to add the new party to the conference, press the line/call appearance button for this call. This disconnects the new party, leaving the original call on hold. To go back to the original call, press the line/call appearance button for this call. • To add the new party to the conference, press the **Conf** key again. The Phone UI updates and lists the extensions conferenced together (see below). • To drop the new party from the conference, press the **Conf** key one more time. **Note:** You can use ▽ △ to scroll through and see the numbers and names (if available) of the parties in the conference call. 
6	If you wish to exit the conference, disconnect by placing the handset back on-hook or by pressing . **Note:** Your system administrator can set your conference key to speeddial a specific number. Contact your system administrator for more information.

Conferencing Two Active Calls Together

Use the following procedure to conference two calls to which you are already connected.

Aastra IP Phone UI

Step	Action
1	Begin with active calls on two different lines.
2	Press the **Conf** softkey. A new line opens.
3	Press the line/call appearance button of the call with which you want to conference.
4	Press the **Conf** key again. The two lines link into a conference call. **Note:** When a name is displayed, pressing ▷ drops the displayed party from the call. If you initiate the conference and later drop out of the call, the conference is terminated; it does not continue in the background for the other two parties.

Meet-Me Conferencing

This advanced feature of the AastraLink Pro enhances the current 3-way conference available on the Aastra SIP phones. This feature provides AastraLink-hosted ad-hoc Meet-me Conference bridges for all users.

Conference bridges are created dynamically by the AastraLink when the feature is accessed. If the moderator is the first to connect to the bridge, he/she is prompted to choose a PIN; otherwise, the conference begins immediately with any users waiting on hold (with music) joined to the conference.

A virtual conference bridge is associated to every SIP extension by adding an accessor prefix 6 to the users phone number. For example, user 200's meet-me bridge is at 6200. (For more information about the conferencing dial plan, see the **Aastra IP Phone Dialplan** on page 2-6).

A user calling into his/her home extension conference bridge becomes moderator automatically. If calling from another extension (or externally) the user may authenticate his/her voicemail credentials to become moderator. More than one moderator login is permitted in a conference; if no moderator exists (i.e. all moderators leave the conference) the conference is terminated.

When a moderator dials into a conference from a phone other than the his/her own phone, the number **6102** must be dialed to allow password authentication of the moderator. (For more information about the conferencing dial plan, see the **Aastra IP Phone Dialplan** on page 2-6)

The moderator can optionally configure a PIN on the conference bridge. If the PIN is configured, users must enter this PIN before they can be joined into the conference on the bridge

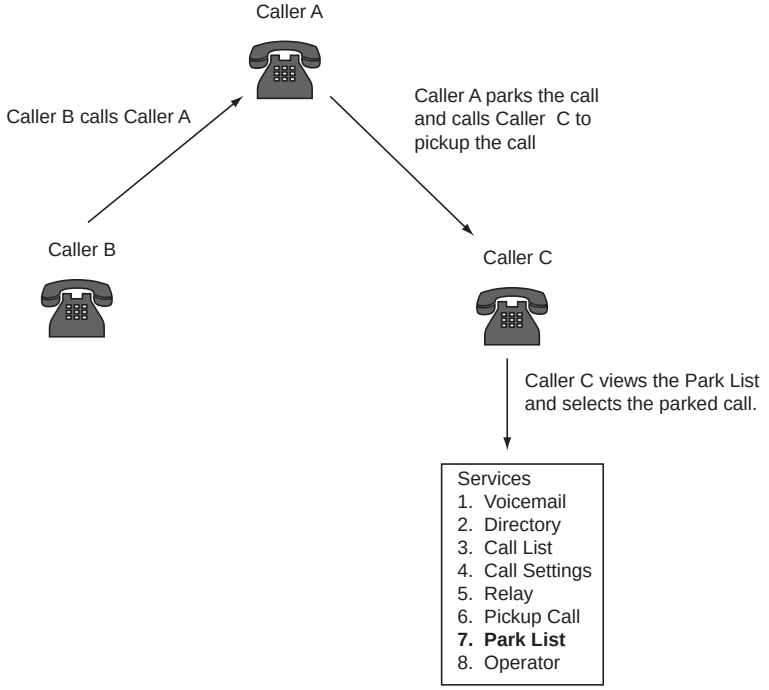
Note: Any users currently in the hold queue prior to a moderator joining will be added automatically. To differentiate between a PIN moderated and a non-PIN moderated call, the moderator will NOT be prompted to create a PIN for a conference if there are already users on hold waiting. Such a conference shall be considered 'insecure'. The moderator can leave the conference, and cause it to be terminated, before re-connecting and assigning a PIN.

Parking/Picking Up An Incoming Call

The Park Call/Pickup Call feature allows you to “park” a call on your IP phone, and “pick it up” at another extension. The following is an example of using park call/pickup call on the AastraLink Pro 160 network.

Note: In addition to the audible announcement, the Phone UI displays the extension or number of the parked call on its screen for quick reference.

You are **Caller A**. **Caller B** calls your phone. You answer the phone and after talking with the caller, you decide that **Caller B** really needs to speak with **Caller C** in your office. While your call is active, you press the “**Call Park**” softkey on your phone to park the call. The call automatically goes into a “**Park List**” stored on the AastraLink, allowing all phones in the same network to see the parked call in the Park List. **Caller C** can then goes to the “**Park List**” on his phone, scrolls to **Caller B’s** parked call, and presses the “**Retrieve**” softkey to pickup the call.



Use the following procedure to park an incoming call.

Aastra IP Phone UI

Step	Action
1	When you receive an incoming call, press the "**Park Call**" softkey. The server announces the extension number (for example, 6701) where the call is parked.
2	Press key (or Goodbye on model 9480i phones) to park the call. The parked call party will get music on hold.
3	To pick up a parked call on another extension, pickup the handset on the phone.
4	Perform one of the following: • Enter the extension number where the call was parked (for example (6701) and press the **Pickup** softkey. • Select **Options->Services->Pickup Call**, select the call you want to retrieve from the list of parked calls, then press the **Retrieve** softkey. **Note:** If you leave a parked call unattended for more than 45 seconds, your IP phone starts to ring to remind you to pick up the call. Your administrator configures the time limit for a parked call.

Picking Up Calls

To pick up a call, do one of the following actions:

- Press the line/call appearance button for the incoming call.

  If the phone is connected to a call, pressing one of the line/call appearance buttons will automatically place this call on hold before opening up a new line for the new call
- Press the button if you do not wish to pick up a call.

Sending an Incoming Call Directly to Voicemail

To send an incoming call directly to voicemail without answering the call, do one of the following actions:

- Press the **Ignore** softkey.
  Pressing "**Ignore**" sends the call to voicemail, or to a call-forward-busy destination, if this feature is enabled.
- Press without picking up the handset.

Ending Calls

To end a call, do one of the following actions:

- Press or the line/call appearance button of the active call.
- If connected through the handset, place the handset back on hook.

If your caller is on hold, you first need to reconnect to the call to end it.

Managing Calls

To help you keep track of your caller history, you use the Recent Callers List and the missed calls indicator.

To help manage your calls, you can enable several features on your phone, including Do Not Disturb, Call Forwarding, and Find-Me, Follow Me.

Using the Recent Callers List

The Recent Callers List is a stored log of your incoming calls. It displays the number and name (if available) of the caller, when they last called, and the number of times they tried to reach you.

When the Recent Callers List is full, the oldest call records are deleted to accommodate the information of new callers. If the telephone number of an incoming or outgoing call matches a number that you have programmed with a name (in a programmable key or the Directory), the Recent Callers List will display the name and number. The Phone UI shows you how many callers have been added to the list since you last checked it.

You can view, scroll, and delete line items in the Recent Callers List. You can also directly dial from a displayed line item in the Recent Callers List.

Use the following procedure to access the Recent Callers List.

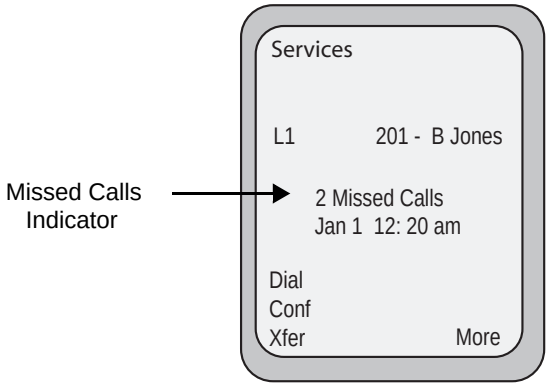
Aastra IP Phone UI

Step	Action
1	Press the **Services** softkey, and then select **Call List.** or Press the **Options** key, then select **Services->Call List**.
2	Use the ▽ △ to scroll through the list to select **Recent Calls**, then press **Select**. The Phone UI displays the recent calls list. **Note:** To the left of a line item, a ← indicates the call was incoming, a → indicates the call was outgoing.
3	Do one of the following actions: • To return a call, first select the call from the list, then pick up the handset, press the handsfree button, or press a line key. • To delete an individual call from the list, select the call, then press **Delete.** • To view information (name, date, duration) about the call, press **View**. • To save a phone number to your personal directory, select the call, then press **Save**.
4	Press **Exit** to exit the Recent Calls screen.

Using the Missed Calls Indicator

Your IP phone tracks the number of calls that have not been answered, and displays the information on the Idle State screen as "**<number> Missed Calls"**. For example, the Idle State Screen below shows two missed calls.

The phone numbers associated with the missed calls are stored in the Callers List. Once you access the Callers List, the "<number> Missed Calls" on the idle screen is cleared.



Monitoring Calls Using Busy Lamp Field (BLF)

The BLF feature allows you to use your IP phone to monitor another IP phone extension for state changes (busy or idle). To use the BLF feature, you configure a BLF softkey on your phone, and specify the name and extension of the person you want to monitor.

For example**,** suppose a Supervisor wants to keep track of how often Bob Jones is on the phone. The Supervisor configures a BLF softkey to monitor Bob's extension. Whenever Bob picks up his phone, a "busy" indicator appears on the Supervisor's phone. When Bob ends the call, an "idle" indicator appears.

If your IP phone is already configured with a BLF softkey, then you can tell whenever the extension is "busy" or "idle" as follows:

- On the 6755i, 6757i, and 6757i CT, the "busy" and "idle" indicators are icons that appear next to the BLF softkey. When the extension you are monitoring is "busy," a small telephone icon appears with the handset off-hook. When the extension is "idle," an icon with the handset on-hook appears.
- On the 9143i and 6753i, the LED light next to each BLF softkey illuminate when the extension you are monitoring is "busy". The LED goes off when the line is "idle."

For instructions on configuring a BLF softkey for your phone, see "Configuring SoftKeys For Your IP Phone"on page 3-32.

Intercepting Calls Using Directed Call Pickup

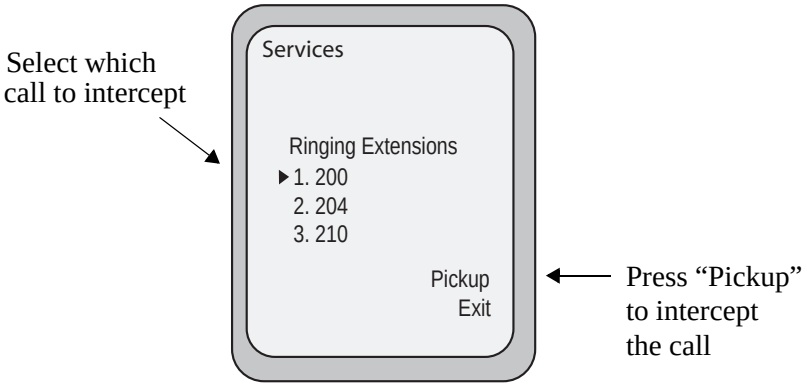
You can use your IP phone intercept an incoming call to another extension using the Directed Call Pickup feature. That is, when an incoming call is placed to an extension you are monitoring, you can intercept the call in one of three ways:

- Dial *76, followed by the extension you are monitoring. You are connected to the incoming call.
- Press the DCP softkey, if one is configured on the IP phone. Then, select from the list of ringing numbers, and press Pickup. You are connected to the incoming call.
- Access the Services menu, and select the **Pickup Call** option. Then, select from the list of ringing numbers, and press Pickup. You are connected to the incoming call.

For example, suppose an Operator wants to monitor and intercept any incoming calls to John Smith's extension (200). When an incoming call is received, the Operator can use Directed Call Pickup to intercept the call in one of three ways:

- Press *76200 (*76 + John Smith's extension, which is 200), or
- Press the DCP softkey on the Operator phone, select extension 200 from the list of ringing extensions, and then press Pickup.
- Access the Select menu and choose Pickup Call option, select extension 200 from the list of ringing extensions, and then press Pickup.

If the Operator chooses to use the DCP softkey or Service menu to intercept the call, the Operator phone UI will display the following menu, showing the current ringing calls. In this case, the Operator then chooses extension 200 from the list, and is connected to the incoming call.



Enabling Do Not Disturb

Do Not Disturb (DND) is disabled by default. If you enable DND on your Aastra IP phone, then when a call comes in on any line, the caller is directed to your voicemail. The second line on the screen of the IP phone shows when DND is set.

If the phone shares a line with other phones, only the phone that has DND configured is affected.

To enable/disable DND on your IP phone, do one of the following actions:

- Use your IP phone key pad and enter ***78** to enable DND. To disable DND, enter ***78** again.
- Press the **DND** softkey to enable DND. To disable DND, press the **DND** softkey again.

Enabling Call Forwarding

Call Forwarding is disabled by default. If you enable call forwarding on your Aastra IP phone, then incoming calls are handled according to the rules that you specify, and forwarded to another number.

Use the following procedure to enable/disable Call Forwarding on your IP phone.

Aastra IP Phone UI

Step	Action
1	Press the **Services** softkey, then select **Call Settings->Call Forwarding**. or Press the **CFWD** softkey. or Press the **Options** key**,** then select **Services->Call Settings->Call Forwarding**.
2	Choose one of the following options, and press **Select:** • **All Calls**- Your IP phone immediately forwards all incoming calls to the specified destination. • **Busy** - Your IP Phone forwards incoming calls if all phone lines are busy (there are no available free lines). • **No Answer** - Your IP Phone forwards incoming calls if there is no answer. • **Disable** - Call Forwarding is disabled on your IP phone.
3	Specify a destination phone number or extension where received calls are forwarded, then press **Enter**.
4	Press **Back** to save your changes and return to the Call Forward menu. To configure other call forwarding rules, repeat steps 2-4.
5	To disable Call Forwarding, press the **Forward** softkey. Then select **Disable**, and press **Select**. All call forwarding is disabled.

Enabling Find-Me, Follow-Me

Find-Me, Follow-Me (FMFM) is disabled by default. If you enable Find-Me Follow-Me on your Aastra IP phone, then incoming calls “follow you” to the phone numbers you specify.

For example, you can configure your phone so that when an incoming call is received, both your work phone and your cell phone ring at the same time.

In order to facilitate FMFM, the AastraLink Pro 160 implements a voice-path detection feature. This feature allows the AastraLink to determine the state of an answered call by detecting voice signals — something that sounds like human speech— over the phone line, and then process the call accordingly.

When you answer a call and say “hello,” the AastraLink recognizes that someone has answered the call, and considers the call “connected.” Once a call is connected, the AastraLink avoids going to the next FMFM stage. Instead, it cancels an alternate call (if operating in parallel mode) or does not call a secondary phone (if operating in sequential mode).

For example, suppose you enable FMFM, operating in parallel mode, on the IP phone in your office. You specify your office IP phone as the primary phone, and your cell phone as the secondary phone. If you answer a call and begin speaking into your cell phone, the AastraLink processes the voice signal and determines that the call is connected. Your office IP phone stops ringing, because FMFM has detected that your cell phone has been answered. Therefore, if you answer the phone without speaking, and/or “mute” the call, the AastraLink may not process FMFM calls correctly. If the AastraLink cannot determine that a call is connected, the FMFM 30-second timer continues to run. Then, when the timer expires, FMFM progresses to the next stage *(*i.e., in sequential mode, the secondary phone rings, and the call to the primary phone is terminated.)

Use the following procedure to enable/disable Find-Me Follow-Me on your phone.

Aastra IP Phone UI

Step	Action
1	Press the **Services** softkey, then select **Call Settings->FindMe FollowMe**. or Press the **Options** key, then select **Services->Call Settings->FindMe FollowMe**.
2	Select **Mode,** then press Select.
3	Set the **Mode** field to one of the following options, then press **Select**: • **Parallel** - The Primary and Secondary phones ring simultaneously. • **Sequential** - The Primary phone rings first. If you do not answer the call, then the Secondary phone rings. • **Disable** - Disables Find-Me Follow-Me. **Note:** You have 30 seconds to answer a call on your primary phone. If you do not answer the call within this time, Find-Me Follow-Me progresses to the next stage (i.e., your secondary phone rings).
4	Press **Continue** to return to the Find-Me Follow-Me screen.
5	To specify your primary phone number, select **Primary**, then press **Select**. (If you set the Mode parameter to sequential, the Primary number you specify here rings first.)
6	Do one of the following actions: • To use your current phone number (listed in the corporate directory) select **Use My Info** and press **Select**. Press **Select** again to confirm your choice. • To specify a different number, select **Enter Number**, then use the **Backspace** key to erase the current number. Enter a new number and press **Enter**.
7	To specify your secondary phone number, select **Secondary**, then press **Select**.

Aastra IP Phone UI

Step	Action
8	Do one of the following actions: • To use your current phone number (listed in the corporate directory) select **Use My Info** and press **Select**. Press **Select** again to confirm your choice. • To specify a different number, select **Enter Number**, then use the **Backspace** key to erase the current number. Enter a new number and press **Enter**.
9	To disable Find-Me Follow Me, do the following actions: • press the **Services** softkey. • Select **Call Settings**, then press **Select.** • Select **Find-Me, Follow-Me**, then press **Select.** • Select **Mode**, then press **Select**. • Select **Disable**, then press **Select.** • Press **Continue** to save your changes and return to the **Services** menu.

Managing Your Voicemail

To connect to the AastraLink voicemail system, use your Aastra IP phone and any one of the following methods:

- Press the **Vmail** softkey
- Press the **Services** key, then select the **Voicemail** option.
- Press the **Options** key, then select **Services->Voicemail**.

Once you access your voicemail account, you can use your Aastra IP phone to retrieve and manage your voicemail messages (listen to, save, delete, forward, return a call, etc.) The table on page 2-55 describes the voicemail options that are available. To access an option, press the corresponding number on your IP phone keypad.

If you wish, you can also configure a custom greeting for your voicemail account, and specify various voicemail options. See “Recording A Custom Voicemail Greeting” on page 2-61 for instructions. For voicemail options, you can specify the number of rings a caller hears before being directed to the voicemail server, or specify an extension where incoming calls escape. See “Configuring Voicemail Options” on page 2-62 for more information.

Note: The AastraLink allows incoming calls to go directly to your voicemail if required, without the call ringing on the phone. When a call is transferred to voicemail, the caller hears the "*unavailable message*", and the callee hears no ring splash.

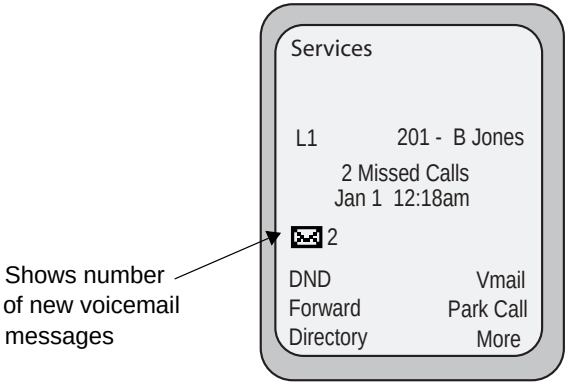
To transfer a call directly to voicemail, you enter the prefix of ** before the dialed number from local extensions (for example, **4545). This routes the inbound call to the voicemail prompt of the users mailbox rather than to the users phone.

Table 2-1. AastraLink Pro 160 Voicemail Options

- **1** Read voicemail messages
  - **1** Play this message
    - ***** Rewind 3 seconds
    - **0** Pause
    - # Skip forward 3 seconds
  - **3** Advanced options
    - **1** Reply
    - **3** Envelope
    - **5** Send Message (disabled in rel 1.0)
  - **4** Play previous message
  - **5** Repeat current message
  - **6** Play next message
  - **7** Delete/Undelete current message
  - **8** Forward message to another mailbox (disabled in rel 1.0)
  - **9** Save message in a folder
    - **0** new Messages
    - **1** old Messages
    - # cancel
  - ***** Help
  - # Exit
- **2** Change folders
  - **0** Switch to new Messages
  - **1** Switch to old Messages
  - # cancel
- **3** Advanced Options
  - **5** Send Message (disabled in rel 1.0)
- **0** Mailbox options
  - **1** Record your unavailable message
  - **2** Record your busy message
  - **3** Record your name
  - **4** Record your temporary message
  - **5** Change your password
  - ***** Return to the main menu
- ***** Help
- # Exit voicemail

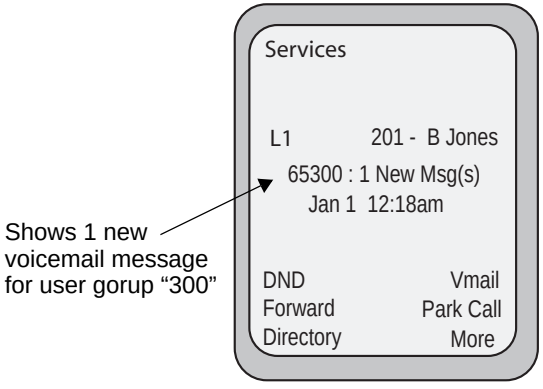
Checking For New Messages

If you have voicemail, your phone screen displays a voicemail icon, along with the number of waiting messages, if you have unheard messages (see below).



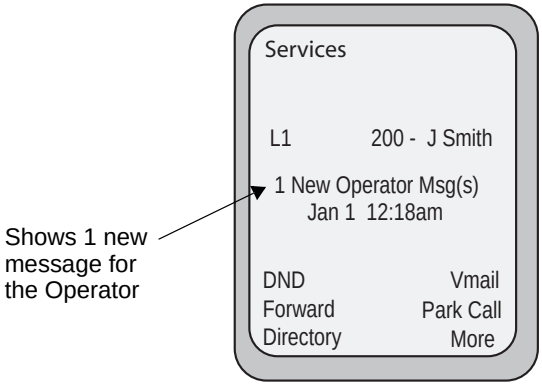
User Groups

A user group is a set of IP phone users whose phones ring at the same time. If you are part of a user group, then when your group receives a message, your IP phone UI displays a message showing that a new voicemail message has been received. Each user group is assigned a specific extension by your administrator, for example: 300. Your administrator can also set a specific ring tone and number of rings before transfer on user group phones. When a caller dials this extension, all IP phones that are members of the group ring simultaneously.



Operators

If you are an Operator, then when you receive a new message for the office (that is, a message intended for the Operator, rather than your personal voicemail account), your IP phone UI displays a message that a new “Operator” voicemail message has been received.



Accessing Messages Using “Visual Voicemail”

This section describes how to access your voicemail messages using “Visual Voicemail” — that is, by pressing the **Vmail** softkey, or pressing the **Services** key, or by pressing the **Options** key and selecting **Services->Voicemail** on your IP phone.

When you use Visual Voicemail, your IP phone UI displays new messages received, as well as information (name/extension) about the caller. You then use the various menu options to listen to, and manage, voicemail messages.

Use the following procedure to access voicemail messages using Visual Voicemail.

Aastra IP Phone UI

Step	Action
1	Press the **Vmail** softkey. or Press **Services** softkey, then select **Voicemail**. or Press **Options**, then select **Services->Voicemail**.
2	If your phone is the Operator phone, or is a User Group, you must select the voice mailbox to access. For single extension lines, the default mailbox is selected automatically.
3	Enter your voicemail password, then press **<Enter>**.
4	Select a voicemail message from the voicemail message list.

Aastra IP Phone UI

Step	Action
5	You can select any of the following softkeys and follow the prompts that display for each message: • **Delete** - Delete selected voicemail. • **Options** - Displays a list of options for configuring your voicemail (number of rings, escape to extension, set greetings, set password). The Greetings option allows you to announce your name with a pre-recorded greeting. You can also record a standard custom greeting for any of the following - Unavailable Greeting, Busy Greeting, Temporary Greeting). To record a custom greeting, see "Recording A Custom Voicemail Greeting" on page 61. • **Details** - Show caller ID, duration, and time call was received. • **Call Back** - Dial extension or number of caller. • **Play -** Play voicemail message. • **Exit -** Exit voicemail screen. • **Forward -** Forward voicemail to another extension. • **Save -** Save voicemail. • **Old Vmail -** Access old voicemail messages. • **New Vmail** - Access new voicemail messages.
6	Press **Exit** to exit the voicemail screen.

Accessing Voicemail Remotely

The AastraLink Pro allows a remote caller to retrieve their voicemail messages by pressing the * key during the voicemail announcement.

Aastra IP Phone UI

Step	Action
1	From a remote phone, dial the extension of your phone at a another location. Alternatively: Dial the main IVR of the AastraLink Pro and enter extension 6101 at the prompt for number to dial.
2	When your voicemail greeting is heard, press the "*****" key. **Note:** Pressing 0 (zero) during a user's voicemail greeting brings the caller to the Operator extension, or if configured, the users Escape Extension.
3	Enter your voicemail User ID and Password at the appropriate prompts.
4	Once in voicemail, you can listen to your messages as required.

Recording A Custom Voicemail Greeting

When a caller reaches your voicemail, the caller hears a greeting, as well as instructions for leaving a voicemail message.

If you wish, you can record your name to be played during the standard greeting, or record a custom greeting for your voicemail account, using the procedure described below.

Aastra IP Phone UI

Step	Action
1	Press the **Vmail** softkey. or Press **Services** softkey, then select **Voicemail**. or Press **Options**, then select **Services->Voicemail**.
2	If your phone is the Operator phone, or is a User Group, you must select the voice mailbox to access. For single extension lines, the default mailbox is selected automatically.
3	Enter your voicemail password, then press **#**.
4	Press **0**, to enter the Advanced Options menu. If required, refer to Table 2-1 “AastraLink Pro 160 Voicemail Options” on page 2-55.
5	Choose one of the following options, then follow the prompts, as required: • Press **1** to record a custom greeting for when you are unavailable. • Press **2** to record a custom greeting for when you are busy. • Press **3** to record your name used for the standard greeting. • Press **4** to record a temporary greeting.
6	When you are finished, hang up, or press ***** to return to the main menu.

Configuring Voicemail Options

The AastraLink voicemail system allows you to configure options for your voicemail account. You can specify the number of rings a caller hears before being directed to the voicemail server. You can also specify an extension where incoming calls "escape." You may choose to include instructions for using the "escape" option in your custom greeting. For example, you could state *" If your call is urgent, then to transfer to my cell phone, press *."* Voicemail options also allow you to record custom greetings and change your voicemail password.

Use the following procedure to configure voicemail options on your IP phone.

Aastra IP Phone UI

Step	Action
1	Press the **Vmail** softkey. or Press **Services** softkey, then select **Voicemail**. or Press **Options**, then select **Services->Voicemail**.
2	If your phone is the Operator phone, or is a User Group, you must select the voice mailbox to access. For single extension lines, the default mailbox is selected automatically.
3	Enter your voicemail password, then press **Enter**.
4	Press the **Options** softkey. The screen displays the following options: **Vmail Options** **1. Number of Rings** **2. Escape to Extension** **3. Greetings** **4. Password**

Aastra IP Phone UI

Step	Action
Configuring Number of Rings	
5	Select **Number of Rings**, then press **Select**.
6	In the "**No of Rings**" field, enter the number of rings you want your phone to ring before sending a call to voicemail, and then press **Enter**. Vaid values are **1 through 10**. Default is **5**.
7	Press **Back** to save your changes and return to the Vmail Options screen.
Configuring Escape to Extension	
8	Select **Escape to Extension**, then press **Select**.
9	In the "**Extension**" field, enter a valid extension where the caller is transferred, and then press **Enter**. The "**Extension**" can also be an external number such as your cellphone, if appropriate dialplan prefix digits are included. When there is no answer at your phone, and the caller is directed to your voicemail, the caller can press * to escape voicemail and be automatically transferred to that extension." **Note:** The "Escape to Extension" feature is triggered when an incoming caller is directed to your voicemail, then "escapes" by pressing the * key.
10	Press **Back** to save your changes and return to the Vmail Options screen.
Recording/Deleting a Greeting	
11	Select **Greetings**, then press **Select**. The following options display: **Greetings** **1. Name** **2. Unavailable Greeting** **3. Busy Greeting** **4. Temporary Greeting**

Aastra IP Phone UI

Step	Action
12	To record a greeting, choose an option from the **Greetings** menu, and press **Record**. • Select **Name** to record your name used for the standard greeting. • Select **Unavailable Greeting** to record a custom greeting for when you are unavailable. • Select **Busy Greeting** to record a custom greeting for when you are busy. • Select **Temporary Greeting** to record a temporary greeting. Press **Done** to save the greeting.
13	To delete a greeting, choose an option from the **Greetings** menu, and press **Delete**. A prompt displays asking you to verify that you want to delete the selected greeting.
14	Press **Yes**. The greeting you selected is deleted. You can then record another greeting if required by going back to step 12.
Setting a Password	
15	Select **Password**, then press **Select**.
16	In the "**Password**" field, enter a password that you want to use to access your voicemail mailbox, then press **Enter**. Valid values are alphanumeric characters. Use the **Backspace** key if required.
17	Press **Back** to save your changes and return to the Vmail Options screen.
18	When you are finished, hang up, or press ***** to return to the main menu.

Using IP Phone Directories

Phone directories contain the names and phone numbers of your contacts. Your IP phone provides access to two directories:

- *Personal* - lists the name and phone numbers of the contacts that you specify.
- *Corporate* - dynamically lists the names, extensions, and phone numbers of all Aastra IP phone users in your network, as well as any contacts that your administrator manually specifies.

You can search for a contact from either directory. You can edit (add, delete, change, or move entries) from your personal directory only.

Adding a Contact

Use the following procedure to add a contact to your personal directory.

Aastra IP Phone UI

Step	Action
1	Press the **Dir** softkey or Press the **Services** key, then select **Directory.** or Press the **Options** key, then select **Services->Directory**.
2	Use the arrow keys to select your **Personal** directory, then press **Select**.
3	Press the **Add** softkey.
4	Enter the name of the contact, then press **Enter**.
5	Use the arrow keys to select which contact number (work, home or cell) you are specifying, then press **Enter**.
6	Enter the phone number, then press **Enter**. The Phone UI confirms the new entry you just added.

Aastra IP Phone UI	
Step	**Action**
7	Press **Continue**.
8	To exit the screen, press **Back**.

Deleting a Contact

Use the following procedure to delete a contact from your personal directory.

Aastra IP Phone UI	
Step	**Action**
1	Press the **Dir** softkey or Press the **Services** key, then select **Directory.** or Press the **Options** key, then select **Services->Directory**.
2	Use the arrow keys to select your **Personal** directory, then press **Select**.
3	Use the arrow keys to select the name of the contact you want to delete, then press **Delete**.
4	Press the **More** softkey.
5	Select **Yes** to confirm your action, then press **Select**. The contact is deleted.
6	Press **Continue** to return to the personal directory list.

Searching for a Contact

Use the following procedure to search for a contact in either your personal, or the corporate, directory.

Aastra IP Phone UI

Step	Action
1	Press the **Dir** softkey or Press the **Services** key, then select **Directory.** or Press the **Options** key, then select **Services->Directory**.
2	Use the arrow keys to select your **Personal** or **Corporate** directory, then press **Select**.
3	Press **Search**.
4	Enter the name of the contact you are searching for, then press **Enter**. The phone UI lists all contacts that match the name you entered. **Note:** To perform a quick search, enter the first letter (s) of the contact's name, then press **Enter**. The phone UI lists all of the names that match your entry. You can then select a contact from the list.
5	Do one of the following actions: • Select the name from the list, then press **Dial**. • To view information about a contact, select a name from the list, then press **View**. • To exit the search results screen, press **Back**.

Dialing From A Directory

Use the following procedure to dial a contact listed in a directory.

Aastra IP Phone UI

Step	Action
1	Press the **Dir** softkey or Press the **Services** key, then select **Directory.** or Press the **Options** key, then select **Services->Directory**.
2	Use the arrow keys to select **Personal** or **Corporate** directory, then press **Select**.
3	Use the arrow keys to select a contact from the list, then press **Dial**. You can also search for a contact by name, then dial directly from the search results list.

Enabling/Disabling Operator Schedule (if Operator enabled on the phone)

If your administrator has enabled your phone for an Operator, the following Operator features are available from your IP Phone UI:

- **Duty Status** - Allows you to enable (turn **ON**) or disable (turn **OFF**) whether or not someone is available to answer the phone.
- **Schedule Override** - Allows you to set the Office to "**Open**" or "**Closed**". This feature sets the Operator phone to use either the "Open" schedule and greetings, or use the "Closed" schedule and greetings, both of which are set up by your administrator.

Only your administrator can establish/change the following features for an Operator:

- day/time schedules
- holiday schedule
- open/closed greetings
- main menu greetings
- custom key message greetings
- language greetings

Contact your system administrator for more information about these features.

Setting Duty Status

Use the following procedure to set duty status on your Operator phone.

Aastra IP Phone UI

Step	Action
1	Press to enter the Options list.
2	Select **Services**, then select **Operator**.
3	Select **Duty Status** and press **<Select>**. If operator duty was previously ON, the duty status is now turned OFF. If operator duty was previously OFF, the duty status is now turned ON. The following is an example of the message that displays: *"The Operator is now off duty."*
4	Press **Done** to save the change.

Setting Schedule Override

Use the following procedure to set Schedule Override on your Operator phone.

Aastra IP Phone UI

Step	Action
1	Press to enter the Options list.
2	Select **Services**, then select **Operator**.

Aastra IP Phone UI

Step	Action
3	Select **Schedule Override** and press **<Select>**. If Schedule Override was previously set to Open, the Schedule Override is now set to Closed. If Schedule Override was previously set to Closed, the Schedule Override is now set to Open. The following is an example of the message that displays: *"The office is now open."*
4	Press **Done** to save the change.

Specifying IP Phone Preferences

You can set the following preferences via the IP Phone UI:

- **Display** - Allows you to set the contrast level and backlight on the phone. (Backlight is applicable to specific models only)
- **Set Audio** - Allows you to set the audio mode and headset microphone volume on the phone.

Setting Display

The following paragraphs provide procedures for setting display features on your phone.

Changing the Contrast Level

The "**Contrast Level**" option on the IP phone allows you to set the amount of light that illuminates the LCD display.

Use the following procedure to change the contrast level (brighter to darker) on your IP Phone UI.

Aastra IP Phone UI

Step	Action
1	Press to enter the Options list.
2	Select **Preferences**, then press **Select**.
3	Select **Display**, then press **Select**.
4	Select **Contrast Level**, then press **Select**.
5	Use ▽ △ to increase or decrease the contrast setting level (1-8), then press **Done**.

Changing the Backlight (for models that support backlight)

The "**Backlight**" option on the IP phone allows you to set the backlight status on the LCD display to the following:

- **Off -** Backlight is always OFF.
- **Auto** (Default)- Automatically turns ON the backlight when the phone is in use, and then automatically turns OFF the backlight when the phone is idle after a specified length of time.

Auto backlighting sets the phone to turn off the backlighting after a period of inactivity; the idle period is user definable under the Advanced softkey when you select the Auto mode. In Auto mode, the backlight turns on with a key press or state change on the phone.

Use the following procedure to set the backlight on your IP Phone.

Aastra IP Phone UI

Step	Action
1	Press to enter the Options list.
2	Select **Preferences**, then press **Select**.
3	Select **Display**, then press **Select**.
4	Select **Backlight**, then press **Select**.
5	Use ▽ △ to navigation buttons to select the Backlight status for your phone. Default is "**Auto**". Available options are: • **Off** • **Auto** (Default)
6	If you select "**Off**", press **Done**. If you select "**Auto**", press the **Advanced** softkey and go to step 7.

Aastra IP Phone UI

Step	Action
7	Using the keypad, enter the amount of seconds you want the phone to stay backlit when the phone is idle. Valid values are **1** to **7200** seconds (2 hours). Default is **10 seconds**. When this period of time is reached, the phone turns OFF the backlight. Use the "**Backspace**" and/or "**Clear**" softkeys to delete entries if required
8	Press **Done** to save your changes.

Setting Audio (not available on 6751i)

The **Set Audio** option on the IP Phone allows you to set the audio mode for your IP phone. It also allows you to set the volume level of the headset microphone.

The following paragraphs provide procedures for setting audio features on your phone.

Setting Audio Mode (not available on 6751i)

Your IP phone allows you to use a handset, a headset, or handsfree (speaker phone) to handle incoming and outgoing calls. You can use the Audio Mode setting to combine different options in order to provide maximum flexibility when handling calls.

You can choose from four Audio Modes:

Audio Mode	Description
Speaker	Allows you to switch between using the handset and the handsfree speaker phone. This is the default setting. If you specify Speaker mode for your IP phone: • Press to use the speakerphone. • Lift the handset to switch back to using the handset.
Headset	Allows you to switch between using a handset and a headset. If you specify Headset mode for your IP phone: • Press to use the headset. • Lift the handset to switch back to using the handset.

Audio Mode	Description
Speaker/Headset	Allows you to switch between using the speaker phone and a headset. By default, calls are sent to the *speaker phone* first. If you specify Speaker/Headset mode for your IP phone: • Press switch from the speakerphone to the headset. Press again to switch back to speakerphone. • Lift the handset to switch back to using the handset.
Headset/Speaker	Allows you to switch between using the headset and the handsfree speaker phone. By default, calls are sent to the *headset* first. If you specify Headset/Speaker mode for your IP phone: • Press switch from the headset to the speakerphone. Press again to switch back to headset. • Lift the handset to switch back to using the handset.

Use the following procedure to select an audio mode on your phone.

Aastra IP Phone UI

Step	Action
1	Press to enter the Options list.
2	Select **Preferences**, then press **Select**.
3	Select **Set Audio**, then press **Select**.
4	Select **Audio Mode**, then press **Select**.
5	Select the audio mode you want to use on your phone. Default is **Speaker**. Valid values are: • **Speaker** (default) • **Headset** • **Speaker/Headset** • **Headset/Speaker**
6	Press **Done** to save your setting.

Setting the Headset Microphone Volume

Your IP Phone accepts headsets through the modular RJ22 jack on the back of the phone. Contact your telephone equipment retailer or distributor to purchase a compatible headset.

Note: Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.

Changing Headset Microphone Volume

Use the following procedure to change the headset microphone volume.

Aastra IP Phone UI

Step	Action
1	Press to enter the Options list.
2	Select **Preferences** and then press **Select**.
3	Select **Set Audio**, then press **Select**.
4	Select **Headset Mic Volume**, then press **Select**.
5	Select a Volume level (High, Medium, or Low), then press **Done**.
6	Press **Done** to save changes and return to the idle screen.

Changing the Handset Pairing (CT models only)

All handsets must be paired to a CT base before it can be used (i.e, 57i CT handset pairs to a 57i CT base; 9480i CT handset pairs to a 9480i CT base). This is performed from both the base and the cordless handset. Successful pairing adds the handset name to the handset list on the base and synchronizes the handset list from the base to the newly paired handset. A total of 4 handsets can be paired to a single CT base.

Note: When performing the handset pairing, it is recommended that the handset be within 3 feet of the CT base.

Use the following procedure to change the handset pairing for your IP phone.

Aastra IP Phone UI

Step	Action
1	Press to enter the Options list.
2	Select **Preferences**, then press **Select**.
3	Select **Handset Paring**, then press **Select**.
4	Select one following options: — To pair your CT cordless handset with the CT base station, select **Pair**, then press **Change**. On the handset, press the **<Down Arrow>** key to navigate to Handset pairing, then press **Select.** When the handset pairs to the CT phone base, the phone UI displays a message that states “Pairing Successful.” — To remove a **handset pairing**, select **Remove**, then press **Change**.
5	Press **Done** to exit the screen and save your changes.

Viewing IP Phone and AastraLink System Information

Viewing AastraLink Information

Use the following procedure to view the networking information assigned to the AastraLink Pro 160 device on your network.

Aastra IP Phone UI

Step	Action
1	Press to enter the Options list.
2	Select **Phone Status**, then press **Select**.
3	Select **AastraLink Info**, then press **Select**.
4	Use the arrow keys to view the following information: — Phone Number = Extension assigned to your IP Phone — Server Local IP = IP Address assigned to the AastraLink Pro 160 — Server Remote IP = Remote IP Address assigned to the AastraLink Pro 160
5	Press **Done** to exit the screen and return to the idle menu.

Viewing the IP Address and MAC Address of Your Phone

Use the following procedure to view the networking information (IP address and MAC address) assigned to your Aastra IP Phone.

Aastra IP Phone UI

Step	Action
1	Press to enter the Options list.
2	Select **Phone Status**, then press **Select**.
3	Select **IP&MAC Addresses**, then press **Select**. The IP Address and MAC address display on the screen. For example: **IP Address:** **0.0.0.0** **MAC Address:** **00-34-F4-56-00-32**
4	Press **Done** to exit the screen and return to the idle menu.

Viewing the LAN and PC Port Status on Your Phone

There are two Ethernet ports on the rear of the IP phones: LAN Port and PC Port. The Phone Status option allows you to view the current status of these LAN and PC ports. The IP phones support each of the following methods of transmission on these ports:

- Auto-negotiation
- Half-duplex (10Mbps or 100 Mbps)
- Full-duplex (10Mbps or 100Mbps)

For more information about the methods of transmission, contact your system administrator.

Use the following procedure to view the current status of the LAN and PC port on your IP phone.

Aastra IP Phone UI

Step	Action
1	Press to enter the Options list.
2	Select **Phone Status**, then press **Select**.
3	Select **LAN Port** or **PC Port**, then press **Select**. Use the arrow keys to scroll through the information. The following is an example of the LAN and PC port display: **Link State: No Link** **Negotiation: Auto** **Speed: 10M** **Duplex: Half** For a description of this information, see your system administrator.
4	Press **Done** to exit the screen and return to the idle menu.

Viewing Firmware Information on Your Phone

Use the following procedure to view the IP phone firmware version.

Aastra IP Phone UI

Step	Action
1	Press to enter the Options list.
2	Select **Phone Status**, then press **Select**.
3	Select **Firmware Info**, then press **Select**. Use the arrow keys to scroll through version information.
4	Press **Done** to exit the screen and return to the Idle menu.

Administrator Menu

The IP Phone has an administrator menu available for an administrator only. Access to this menu is password protected.

Available options for an administrator are:

- **UPnP** (Universal Plug n'Play) - Allows an administrator to enable/disable UPnP on the phone
- **Factory Default** - Allows an administrator to reset the phone to factory default settings.
- **Network Address Translation (NAT)** - Allows an administrator to set NAT traversal parameters.

Note: For more information about NAT, see Appendix C, the section, "Configuring Your IP Phone for Remote Office Setup".

Enabling/Disabling UPnP

Use the following procedure to enable/disable Universal Plug-n-Play (UPnP) on your IP phone. When you install and start up an IP phone at a remote office, UPnP must be enabled on the IP phone and the local Internet router, or manual NAT must be configured on the phone with static port forwarding on the router (in order for the phone to communicate with the AastraLink Pro 160 at the central site).

Aastra IP Phone UI

Step	Action
1	Press to enter the Options list.
2	Select **UPnP**, then press **Select**.
3	Press **Change** to set the UPnP to Yes/No, then press **Done**.

Reference

For more information about setting your phone to use UPnP on a remote phone, see Appendix C, "Remote Office Installation and Configuration of the Phone (Phone -Side)".

Setting Your Phone To Factory Default Settings

Note: If you reset your IP phone to factory default settings, then the IP phone deletes all current settings. The next time the phone restarts, it will attempt to re-register with the AastraLink Pro 160, and download its configuration from the device.

Use the following procedure to set your IP phone back to its factory default settings.

Aastra IP Phone UI

Step	Action
1	Press to enter the Options list.
2	Select **Factory Default**, then press **Select**.
3	Enter your password, then press **Enter**.
4	Press **Default** to reboot your IP phone, and set your IP phone back to factory default settings.

Restarting your IP Phone

You may want to restart your phone to check for updates on the AastraLink. You may occasionally need to restart your phone to set changes or updates to your phone or network settings. You may also need to restart your phone if you have been asked to do so by your system administrator, or should you experience any unexpected behavior.

Note: Your phone will be out of service temporarily during the restart and downloading process.

Use the following procedure to restart your IP phone.

Aastra IP Phone UI

Step	Action
1	Press enter the **Options** list.
2	Select **Restart Phone** then press **Select**.
3	Confirm that you want to restart your phone by pressing **Restart**. Your phone restarts. For information about the screens that appear as your phone starts up, refer to "Plugging in and Starting Your IP Phone" on page 2-7.

Phone Lock

You can lock a phone to prevent it from being used or configured. Once the phone is locked, you must enter your password to unlock the phone.

Notes:

1. Using the Phone Lock option, lock/unlocks the phone immediately.

2. E911 calls are still permitted even when the phone is locked.

Locking/Unlocking Your IP Phone

Use the following procedure to lock your IP phone and prevent it from being used or configured.

Aastra IP Phone UI

Step	Action
1	Press to enter the Options list.
1	Select **Phone Lock**.
2	Do one of the following actions: • Press **Lock** to confirm your action. • To unlock your phone, Press to enter the Options list. Enter your user password, then press **Enter**. Your phone unlocks.

Using Other IP Phone Features

Using The Redial Key

The IP phone has an enhanced redial user interface that allows you to quickly redial the last number that was dialed out from the phone. You can:

- Press the button twice to redial the last number dialed.
- Press the button once, scroll the list of numbers, then press the button again to dial the number that displays on the screen.

The “last number redial” feature for the Redial key is static and is not configurable.

Using the Intercom

Use the following procedure to connect with a remote extension using the intercom.

Aastra IP Phone UI

Step	Action
1	To access the intercom, do one of the following actions: • Press the **Icom** key. • Press the **Intercom** softkey. Enter the extension number of the person you wish to intercom or the BLF softkey for that extension. • Enter: ***5<remote extension>** using your IP phone keypad. For example, to connect with extension 205, you would enter ***5205** After a beep tone, your phone will automatically connect with the remote extension and you can speak through its speaker.
2	To cancel intercom, press or the Cancel softkey.
3	When you are finished speaking, hang up the phone by placing the handset back on-hook or by pressing or the line/call appearance button for the active call. When you hang up, the remote phone will also hang up.

You can receive incoming intercom calls on your IP phone. By default, the microphone for an incoming intercom call is OFF, and the automatic answer for an intercom call is ON.

Using Overhead Paging

If your AastraLink Pro 160 is connected to an amplifier of an overhead paging system (public address system, loudspeaker, etc.) then you can use the overhead paging feature.

Use the following procedure to access the pager.

Aastra IP Phone UI

Step	Action
1	Use the IP phone keypad and enter ***60**. or Dial the extension **6000**.
2	When prompted, enter the paging password. **Note:** To obtain the password configured for your IP phone network, check with the your system administrator. Your extension is connected with the overhead pager.

Intercom as XML Paging Key

Your Administrator can override the default Intercom key on your phone, and assign it as a Paging key. Depending on the phone model, the Intercom key is either a hard key (9480i and 9480i CT) or a softkey (all models except 6751i). The Paging key displays an XML list of the configured paging groups, for quick dialing.

The original Intercom functionality is available at the bottom of the Paging key XML menu. The CT model phones (9480i CT and 6757i CT) have a slightly different menu due to the base-to-handset intercom feature.

- **Intercom** - When selected, displays a screen that presents a text box that allows you to enter the Paging Group number (for example, **661234**). After dialing the number, the phone initiates the intercom call to the Paging Group.

Note: Entering an invalid extension for an intercom call displays a brief error before returning to the text entry screen.

- **Page All** - When selected, acts as a speeddial key and dials 660 to page all configured Paging Groups.
- **A List of Configured Paging Groups** - Allows you to select a specific Paging Group for sending a page.

Paging Group(s)

If your Administrator has configured a Paging Group(s) on your AastraLink Pro network, you can page a group using the 66 prefix before entering the Paging Groups extension. The dial plan 660 dials all Paging Groups and is always configured (using the overhead paging PIN for access control) from the PBX dialplan. Additional Paging Groups can be added by your Administrator with or without a PIN for access control.

The following features are enabled by default on your phone for a Paging Group. An Administrator can disable these features if required.

- **Play Warning Tone** - enables the warning tone to be heard before a page or an intercom call on the phone.
- **Microphone Mute** - enables the speakerphone to mute when a page or an intercom call is received by the phone.

- **Auto-Answer** - enables automatic answering of an intercom call by the phone. If disabled, icom will be treated as a normal incoming call.

The following features are disabled by default on your phone. Your Administrator can enable these features if required.

- **Allow Barge-In** - enables paging and intercom to occur while a phone is in the active call state.
- **Paging Mode for Icom Key** - enables the Intercom key to act as a Paging key, providing a list of paging groups instead of a number-entry field.

Use the following procedure for XML paging on the IP Phones:.

Aastra IP Phone UI

Step	Action
Using the Intercom Key	
1	On the IP phone press the <**Intercom**> key.
2	Enter the Paging Group number. For example, 661234, where "**66**" is the Paging Group dial plan and "**1234**" is the Paging Group's extension. The phone dials the number and initiates the intercom call to the Paging Group. **Note:** Entering an invalid extension for an intercom call displays a brief error before returning to the text entry screen.
Using the Page All Softkey	
1	Press the <**Page All**> softkey. The phone dials "**660**" to page ALL configured Paging Groups on the AastraLink Pro network.\
2	When prompted, enter the paging password. **Note:** To obtain the password configured for your IP phone network, check with the your system administrator. Your extension is connected with the overhead pager.

Aastra IP Phone UI	
Step	**Action**
Using the List of Paging Groups	
1	On the IP phone, press the <**Paging**> key. **Note:** If your administrator has provisioned the Intercom key to be a paging key, refer to the information in the section, "Intercom as XML Paging Key" on page 2-89.
2	From the list of Paging Groups, select the group you want to page, and press <**Enter**>. The phone initiates a call to the Paging Group you selected.

Activating a Relay Switch

The AastraLink Pro 160 includes a relay switch feature that can be used to relay a command to an external device (for example, open a locked entrance door). If your system administrator has configured this option for your IP phone network, you can use the Relay softkey to activate/deactivate the relay switch.

To activate/deactivate the relay switch, do one of the following options:

- To activate the relay, press the **Services** softkey. Then select **Relay** and press **Select**.
- To deactivate the relay, select **Relay** again.

Using the Emergency Dial Plan

Public telephone networks in countries around the world have a single emergency telephone number (emergency services number), that allows a caller to contact local emergency services for assistance when required. The emergency telephone number may differ from country to country. It is typically a three-digit number so that it can be easily remembered and dialed quickly. Some countries have a different emergency number for each of the different emergency services.

The following table describes the default emergency numbers on your IP phone.

Emergency Number	Description
911	An emergency number for the United States and Canada
080	An emergency number for Mexico

For other important information on making emergency calls, see the Perface of this document, the section, “Making Emergency Calls: Important Information!” on page xiii.

Using Shared Line Appearances (SLA)

Your Administrator can configure a feature for your phone on the AastraLink Pro called Shared Line Appearances (SLA). SLA is a traditional key system that has telephones with multiple buttons ("keys") and lights that indicate which lines are in use. When you want to place a call, the user presses a button to directly select the external line connected to the telephone company.

All Aastra SIP phone models support the AastraLink SLA feature, except 420d DECT handsets and 6751i SIP phones. The SLA supported phones use a visual indication to show the line state (idle/ringing/in-use/hold). Indications are provided via the LED on a line hard-key (L1, L2, etc.), LCD on a soft-key, or LED on a programmable key.

The state of the line - busy, ringing or hold - is shown by the flashing state of the LED or icon indicator, for hard-keys the color of the indicator also shows whether the current phone (green) or another phone (red) is using the line.

SLA Key Mapping

FXO line to SIP phone key mapping for SLA varies by phone model.

The following table describes the mapping of the hard and soft line keys on the SIP phone with the FXO ports on the rear of the AastraLink Pro.

SLA Supported Phone Models	**FXO 1**	**FXO 2**	**FXO 3**	**FXO 4**	**FXO 5**	**FXO 6**
	Mapping To AastraLink Pro					
9480i / 9480iCT base	L1	L2	L3	L4	Softkey L5	Softkey L6
9143i	L1	L2	L3	Softkey L4	-	-
6757i / 6757iCT base	L1	L2	L3	L4	Softkey L5	Softkey L6
CT handset	As base	As base	As base	As base	As base	As base
6755i	L1	L2	L3	L4	Softkey L5	Softkey L6

SLA Supported Phone Models	FXO 1	FXO 2	FXO 3	FXO 4	FXO 5	FXO 6
6753i	L1	L2	L3	Softkey L4	-	-
6751i	-	-	-	-	-	-
6730i / 6731i	L1	L2	Softkey L3	Softkey L4	-	-
DECT 420d handset	-	-	-	-	-	-

For all phones, off-hook maps to the "Pool line" operation.
The pool line feature sets the phone to L**7** (9480i, 9480i CT, 6757i, 6757i CT, 6755i) or L5 (9143i, 6731i & 53i) in the phone configuration when it is in the idle state.

Note: SLA is not supported on Model Phones 6751i and 420d Handsets. These phones default to the line pool operation only. If all FXO lines are configured for SLA, the phone models in the above table are not able to receive incoming FXO calls.

SIP phone features for SLA lines

When a User dials on an IP Phone, the phone assumes that the line on which the user is dialing is a Pool line. If SLA is enabled on the phone, the phone changes its behavior when the User dials out on a line. If SLA is enabled and specific features on the phone are used (for example, redial, speeddial, transfer), the User must specifically direct the feature to use the SLA line for the feature to work in that mode.

The features affected by SLA include:

- Redial list
- Speed-dial softkey
- 3-way conference
- Call transfer

Redial	
To perform a Redial using a Pool line....	press <**Redial**> then press <**Redial**> again.
To perform a Redial using an SLA line L1....	press <**Redial**> then press <**L1**> key.
Speeddial	
To perform a Speeddial using the Pool line....	press the Speeddial key.
To perform a Speeddial using the SLA line L1.... **Note:** Because Pool lines require prefix 9 for outside access, and SLA lines require direct dialing, the same speeddial key cannot be used in both modes.	press <L1> and then press the Speeddial key.
3-Way Conference	
Conferencing can be initiated for Pool or SLA incoming calls, but the target of the conference (the third party being invited to join the call) can only be a Poll line or local extension. SLA lines cannot be the invitee of a 3-way conference call.	
Call Transfer	
The transfer (Xfer) key is a Pool line only feature, and does not operate for incoming SLA calls. SLA lines cannot be the target of a call transfer.	

Using AastraLink SLA from the SIP Phones

If SLA is configured on an FXO port, the following occurs for all phones:

- The line indicator flashes quickly when a call comes in, and the phone rings.
- When the call is connected and answered, the line indicator lights up solid. For hard-line keys (L1, L2, etc.) it will show green on the answering phone, and red on all other phones.
- When the call is placed on hold, the line indicator flashes slowly
  For hard-line keys (L1, L2, etc.) it will show green on the holding phone, red on all other phones.
- Any phone can pickup a call from the held state.

Chapter 3
Operating Your Aastra IP Phone Using the Web UI

About this Chapter

Introduction

This chapter describes how to access the AastraLink Web UI to configure and manage your IP phone, and describes the available menu options.

Topics

This chapter covers the following topics:

Topic	Page
Accessing the AastraLink Web UI	page 3-2
AastraLink Web UI Menu Options	page 3-6
Making Calls Using the Web UI	page 3-11
Managing Calls	page 3-13
Using Visual Voicemail	page 3-25
Using IP Phone Directories	page 3-29
Configuring SoftKeys For Your IP Phone	page 3-32
Editing Your User Preferences	page 3-42

Accessing the AastraLink Web UI

There are two ways you can access the AastraLink Web UI:

- Enter the IP address of the AastraLink Pro 160 directly into the address field of your web browser, or
- Use Universal Plug and Play (UPnP) and Windows Explorer to locate the AastraLink Pro 160 on your network.

Using Your Web Browser to Access the AastraLink Web UI

The following procedure describes how to access the AastraLink Web UI using your web browser.

AastraLink Web UI

Step	Action
1	Open your web browser and enter the IP Address or DNS hostname of the AastraLink Pro 160 in the address field. For example: http://10.50.20.104 The AastraLink Web UI Login Menu appears (Figure 3-1). **Note:** To obtain the IP address of the AastraLink Pro 160, use the IP Phone keypad and press the **<Options>** key. Then select **Phone Status -> AastraLink Info.** Scroll through the options on this menu until the **Server Local IP Address** window appears, which shows the IP Address assigned to the AastraLink Pro 160.
2	Enter your IP phone extension, and password, and click **<Login>** The AastraLink Web UI Main Menu appears. **Note:** To log out of the AastraLink Web UI, click **<Logout>,** which is located in the upper right corner of the main menu.

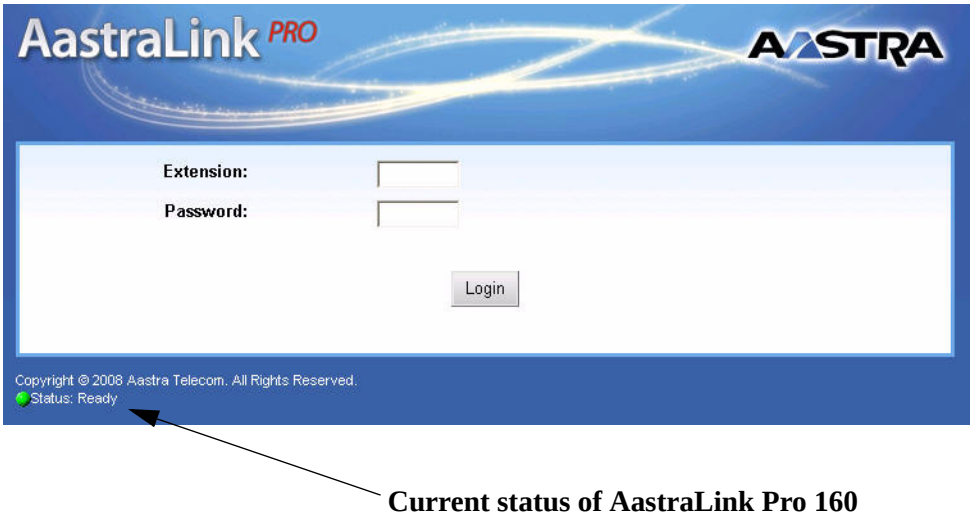


Figure 3-1. AastraLink Web UI Login Menu

The current status of the AastraLink Pro 160 displays in the lower left corner of the screen with an LED.

LED Color	Description
Flashing Green	In service - Ready to use
Flashing Red	System error (contact your administrator)
Alternating Green/Red	Maintenance in progress (try again later)

Using Windows Explorer to Access the AastraLink Web UI

The following procedure describes how to use Windows Explorer to access the AastraLink Web UI.

Note: Prior to using this method to discover the AastraLink on your network, the Windows UPnP networking component must be installed on your computer.

AastraLink Web UI

Step	Action
1	Click on the **Start** menu, then click on **My Network Places** Providing that your computer is UPnP enabled, the AastraLink Pro 160 device icon appears in the My Network Places window. The IP Address assigned to the AastraLink device is listed. If there are multiple AastraLinks in your network, right-click the UPnP device icon and select Properties. A dialogue box appears that shows the IP address, serial number and hostname (model) of the selected device (Figure 3-2).
2	To access the AastraLink Web UI, double-click on the AastraLink device icon. A web browser launches and the AastraLink log in menu appears (Figure 3-1).
3	Enter your IP phone extension, and password, and click **<Login>** The AastraLink Web UI Main Menu appears.

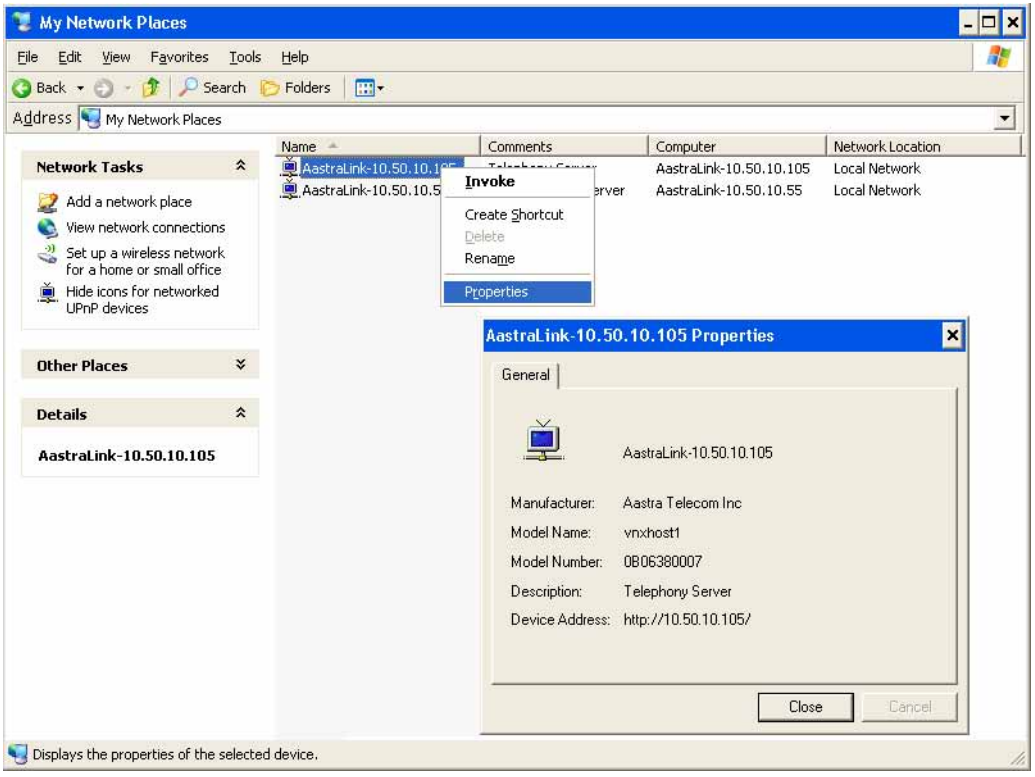


Figure 3-2. My Network Places Window

AastraLink Web UI Menu Options

The Aastralink Web UI allows you to make calls, monitor calls, manage calls and configure features for your Aastra IP phone.

The following sections describe the main menu options in more detail.

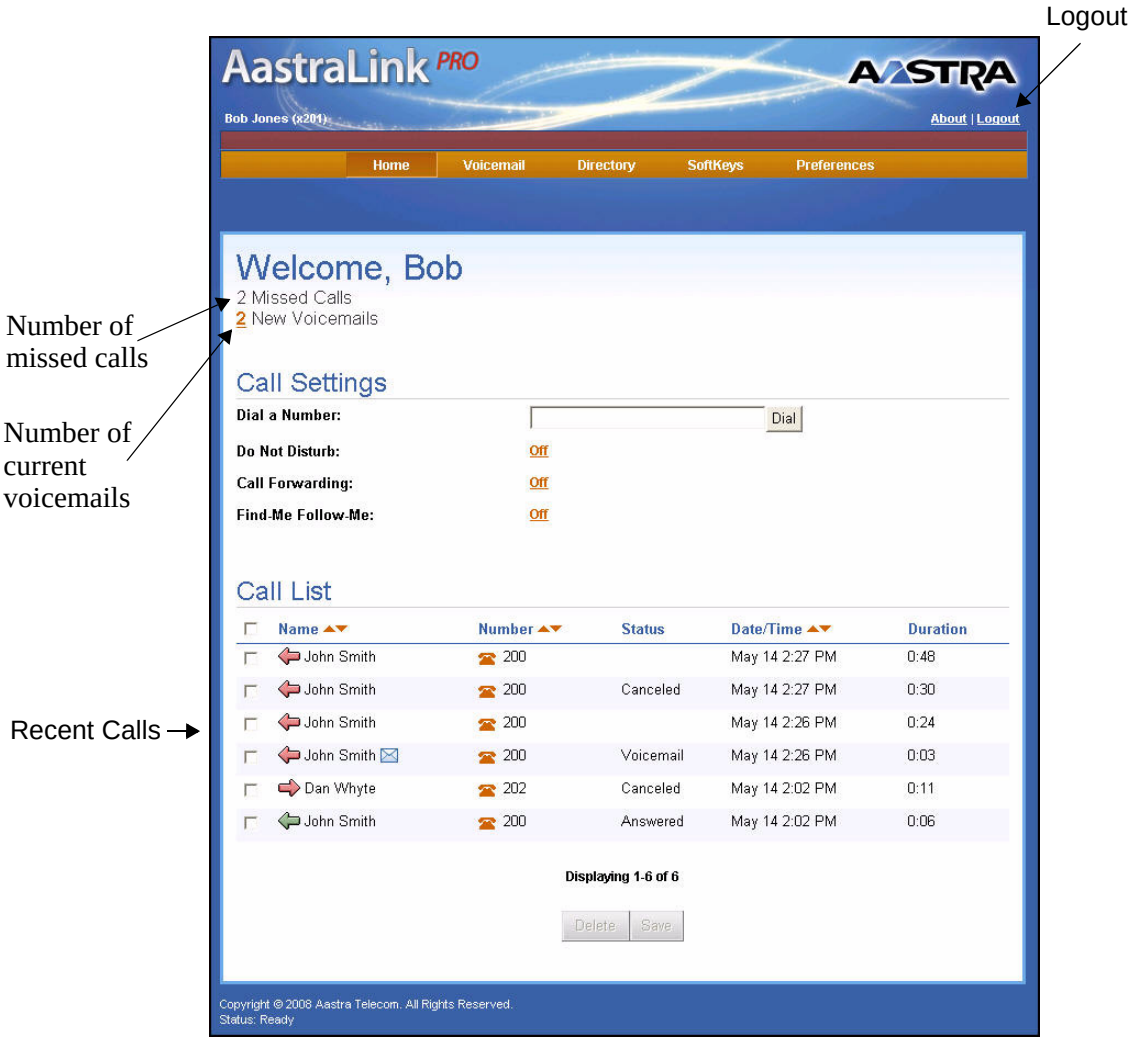


Figure 3-3. AastraLink Web UI Main Menu

Home Menu

The *Home* menu displays the current parameter settings for your Aastra IP phone, and shows recent calls dialed and received on your phone.

The User Home Menu allows you to perform the following:

- View number of missed calls
- View number of current voicemails
- Enter a number to dial from your phone if required
- Configure current call settings (do not disturb, call forward, find-me follow-me)
- View current Call List (calls placed and received by your phone); delete specific entry or all entries from the Call List; select an entry to call back from the Call List.

References

For information about dialing from the Web UI, see "Making Calls Using the Web UI" on page 3-11.

For information about viewing recent calls, do not disturb, call forward, and find-me follow-me, see "Managing Calls" on page 3-13.

Voicemail Menu

The Voicemail Menu allows you to perform the following:

- View and use visual voicemail (listen to, save, forward, delete your voicemail messages)

Reference

For information about using voicemail, see "Using Visual Voicemail" on page 3-25.

Directory Menu

The Directory Menu allows you to perform the following:

- View your personal and corporate directory; add, delete, and search contacts as required.

Reference

For information about using the directories (Personal and Corporate), see "Using IP Phone Directories" on page 3-29.

Softkey Menu

The Softkeys menu allows you to perform the following:

- Add, edit, and delete the default softkeys that are preconfigured on your Aastra IP phone.

Reference

For information about configuring softkeys, see "Configuring SoftKeys For Your IP Phone" on page 3-32.

Preferences Menu

The Preferences Menu allows you to perform the following:

- Specify your email address, home phone number, cell phone number
- Specify the language to display in your Web UI session and on your phone.
- Specify the ring tone that you want your phone to use.

There are three tabs on the Preferences Menu:

- **My Profile**
- **Voicemail**
- **Change Password**

My Profile

The My Profile screen allows you to specify your administrator profile (email address, cell number, home number, language to use in the Web UI session and on your phone, and ring tone). The Name and Extension are specified as the user's name and the user's extension.

Voicemail

The Voicemail tab allows you to set your voicemail preferences for your user phone. You can set whether or not you want voicemail notification by email, and if you want the phone to automatically ring to another extension. You can also set how many times you want the user phone to ring before it sends the call to voicemail.

Change Password

The Change Password screen allows you to change your user password if required.

Reference

For information about configuring your user preferences, see “Editing Your User Preferences” on page 3-42.

Making Calls Using the Web UI

There are several ways to dial a phone number using the AastraLink Web UI. You can:

- Enter the number manually in the Dial a Number field, or
- Click on a contact name in your phone directory.

When you dial a number using the Web UI, first your own IP phone rings. Then, once you pick up the handset, the AastraLink Pro 160 places the call to the number you dialed.

Dialing a Number From the My Phone Menu

Use the following procedure to manually dial a phone number.

AastraLink Web UI

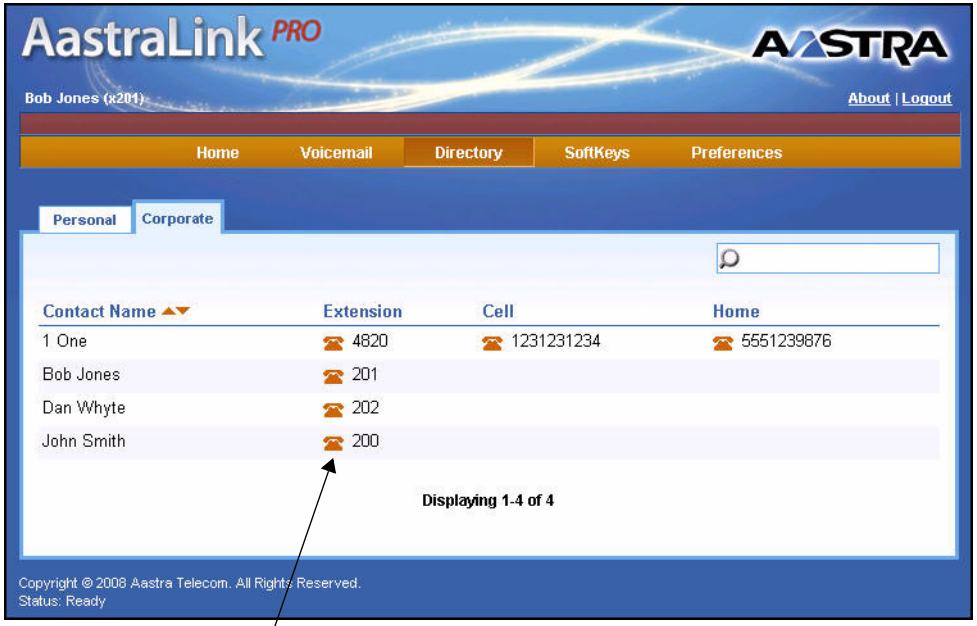
Step	Action
1	Select **Home**
2	Enter the phone number you want to dial in the **"Dial a Number"** field.
3	Click **<Dial>** to dial the phone number you specified. Your phone rings. Pickup the handset to complete the call.

Dialing From the Phone Directory

Use the following procedure to dial a phone number for a contact listed in your phone directory.

AastraLink Web UI

Step	Action
1	Select **Directory->Personal** or **Corporate**
2	Click on for the person you want to call, for example, **Sue Adams** at ext. **203**. Your phone dials the number you selected.



Click icon to dial number

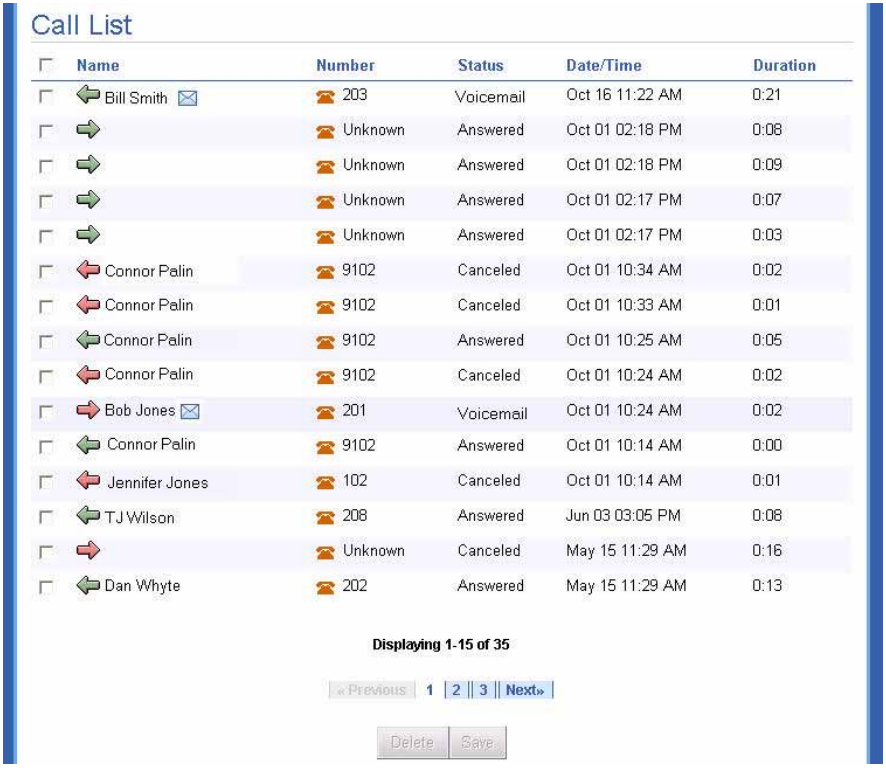
Managing Calls

To keep track of your caller history, your IP phone maintains a recent callers list. You can return calls and add callers to your personal directory from this list. To help manage your calls, you can enable several features on your phone, including:

- Do Not Disturb
- Call Forwarding
- Find-Me, Follow Me

Viewing Recent Calls

To view recent calls, click on **Home**. The **Call List** shows the most recent calls placed and received by your Aastra IP phone.

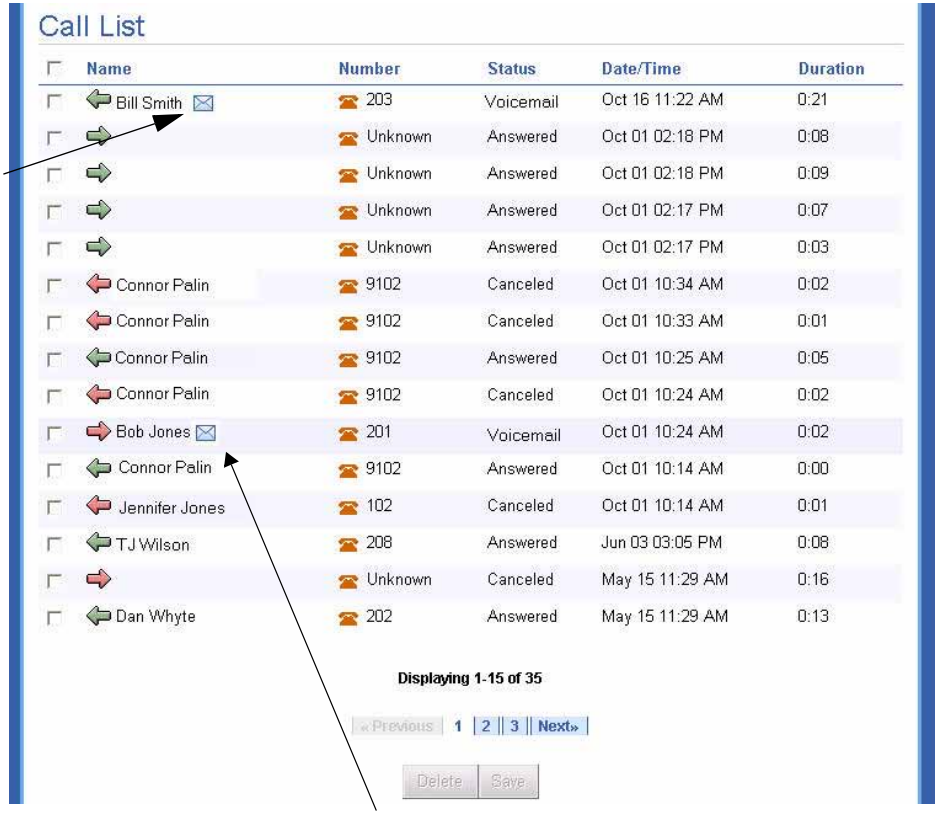

Call List
Name
Number
Status
Date/Time
Duration
Bill Smith 203 Voicemail Oct 16 11:22 AM 0:21
Unknown Answered Oct 01 02:18 PM 0:08
Unknown Answered Oct 01 02:18 PM 0:09
Unknown Answered Oct 01 02:17 PM 0:07
Unknown Answered Oct 01 02:17 PM 0:03
Connor Palin 9102 Canceled Oct 01 10:34 AM 0:02
Connor Palin 9102 Canceled Oct 01 10:33 AM 0:01
Connor Palin 9102 Answered Oct 01 10:25 AM 0:05
Connor Palin 9102 Canceled Oct 01 10:24 AM 0:02
Bob Jones 201 Voicemail Oct 01 10:24 AM 0:02
Connor Palin 9102 Answered Oct 01 10:14 AM 0:00
Jennifer Jones 102 Canceled Oct 01 10:14 AM 0:01
TJ Wilson 208 Answered Jun 03 03:05 PM 0:08
Unknown Canceled May 15 11:29 AM 0:16
Dan Whyte 202 Answered May 15 11:29 AM 0:13
Displaying 1-15 of 35
« Previous 1 | 2 | 3 | Next»
Delete
Save

The following table identifies the columns in the Call List.

Call List Column	Description
Name	Name associated with the caller.
Number	Number associated with the caller.
Status	Status of the call. Status can be: • Answered • Canceled • Voicemail
Date/Time	Date and time the call was received.
Duration	Duration of time for the active call.

The following table identifies the icons that display in the Call List.

Call List Icons	Description
	Incoming call answered
	Outgoing call answered
	Incoming call not answered
	Outgoing call not answered
	Voicemail was left in your voicemail or in the callers voicemail
	Allows you to return a call. Clicking on this icon displays a text box that allows you confirm the number you are dialing before you dial it.


Call List
Name
Number
Status
Date/Time
Duration
Bill Smith 203 Voicemail Oct 16 11:22 AM 0:21
Unknown Answered Oct 01 02:18 PM 0:08
Unknown Answered Oct 01 02:18 PM 0:09
Unknown Answered Oct 01 02:17 PM 0:07
Unknown Answered Oct 01 02:17 PM 0:03
Connor Palin 9102 Canceled Oct 01 10:34 AM 0:02
Connor Palin 9102 Canceled Oct 01 10:33 AM 0:01
Connor Palin 9102 Answered Oct 01 10:25 AM 0:05
Connor Palin 9102 Canceled Oct 01 10:24 AM 0:02
Bob Jones 201 Voicemail Oct 01 10:24 AM 0:02
Connor Palin 9102 Answered Oct 01 10:14 AM 0:00
Jennifer Jones 102 Canceled Oct 01 10:14 AM 0:01
TJ Wilson 208 Answered Jun 03 03:05 PM 0:08
Unknown Canceled May 15 11:29 AM 0:16
Dan Whyte 202 Answered May 15 11:29 AM 0:13
Displaying 1-15 of 35
« Previous 1 2 3 Next »
Delete Save

Left message for this call

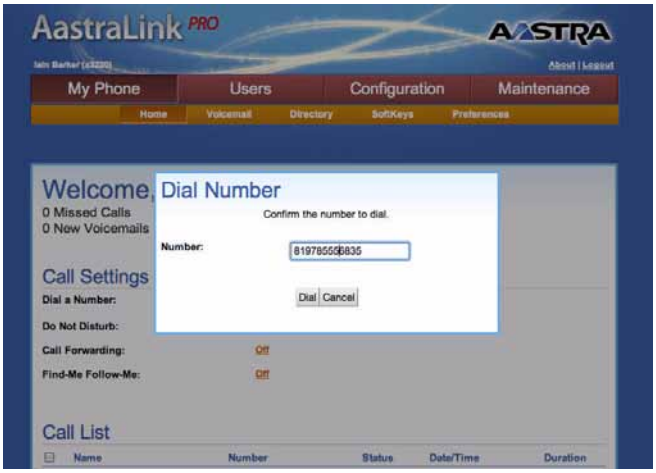
This outgoing call to Bob Jones was not answered, however, a voicemail message was recorded.

Calling Back from the Call List

You can call back a missed or previous call by clicking on ☎ in the **Number** column in the Call List.

Use the following procedure to call back a caller from the Call List.

AastraLink Web UI

Step	Action
1	Select **Home.**
2	In the Call List, click on the ☎ for a caller you want to call back. The following prompt displays: 
3	If the number in the "**Number**" field is correct, click <**Dial**>.
4	If the number in the "**Number**" field is incorrect, or you need to modify the number by entering a prefix digit for directing the call over an alternative route (AastraLink trunk (**7** prefix), SIP trunk (**8** prefix), or FXO/SLA (**9** prefix)), enter the new number in the field and click <**Dial**>. Your own SIP phone rings first, and when you answer the outgoing call, your phone places the call to the dialed number. A message displays at the top of the Call List that indicates the number was dialed.

Adding a Caller to Your Directory

Use the following procedure to add a recent caller to your personal or corporate directory.

AastraLink Web UI

Step	Action
1	Select **Home.**
2	Place a checkmark in the box for an extension of a caller you want to add to your directory. For example, place a check mark in the box for extension **201.** **Checkmark in box**
3	Click **<Save>.**
4	The contact is automatically added to your **"Personal Directory"**. The directory updates to reflect the new caller you just added.

Enabling Do Not Disturb

Do Not Disturb (DND) is disabled by default. If you enable DND on your Aastra IP phone, then when a call comes in on the line, the caller is directed to your voicemail.

Use the following procedure to enable Do Not Disturb on your Aastra IP phone.

AastraLink Web UI

Step	Action
1	Select **Home**
2	To enable DND, click on **<Off>** for the "**Do Not Disturb**" field.
3	Select **On** to enable DND, then click on **<Save>** to save your changes. The Home menu updates. The **"Do Not Disturb"** field is set to **On**. To disable Do Not Disturb, set the DND parameter to **Off**, then click **Save**.

Enabling Call Forwarding

Call Forwarding is disabled by default. If you enable call forwarding on your Aastra IP phone, then incoming calls are handled according to the rules that you specify, and forwarded to another number.

Use the following procedure to enable Call Forwarding on your phone.

AastraLink Web UI

Step	Action
1	Select **Home**
2	To enable Call Forwarding, click on <**OFF>** for the "**Call Forwarding**" field.
3	Set the **"Type"** field to one or more of the following options: • **All** - Your IP phone immediately forwards all incoming calls to the specified destination. • **Busy** - Your IP Phone forwards incoming calls if the line is already in use. • **No Answer** - Your IP Phone forwards incoming calls if there is no answer.
4	For each **Type** you select, specify a destination for the call in the **"Forward Number"** field. The Forward Number you enter is a phone number or extension where received calls are forwarded, based on the rules you defined in Step 3.
5	Click on **<Save>** to save your changes. The Home menu updates. The Call Forwarding field now shows how incoming calls are forwarded, based on the rules you specified. To disable Call forwarding, disable the **Type** field(s) and click **Save**.

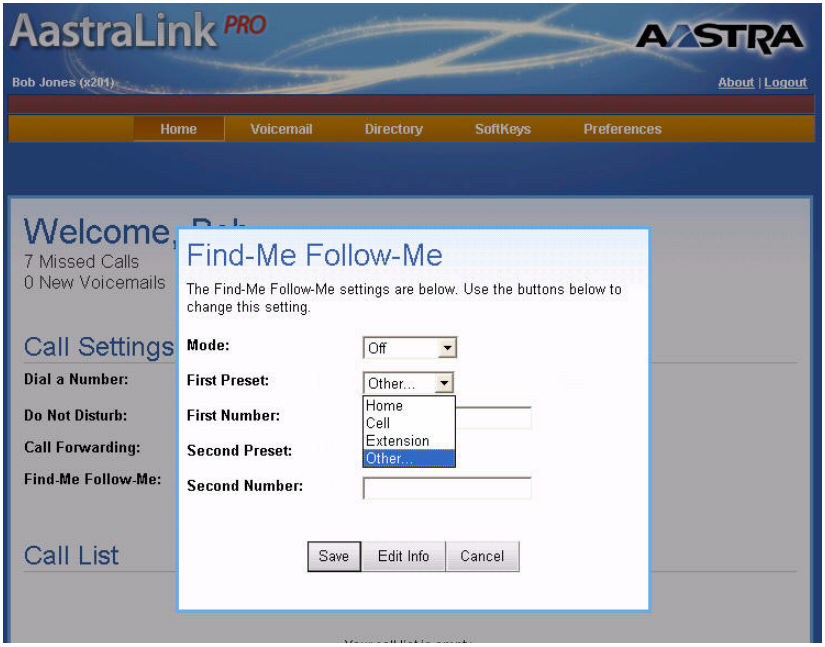
Enabling Find-Me Follow-Me

Find-Me Follow-Me is disabled by default. If you enable Find-Me Follow-Me on your Aastra IP phone, then incoming calls "follow you" to the phone numbers you specify.

For example, you can configure your phone so that when an incoming call is received, both your work phone and your cell phone ring at the same time. (See "Enabling Find-Me, Follow-Me" on page 2-51 for a complete description of the Find-Me Follow Me feature).

Use the following procedure to enable Find-Me Follow-Me on your phone.

AastraLink Web UI

Step	Action
1	Select **Home.**
2	In the "**Find Me Follow Me**" field, click on "**Off**". 

AastraLink Web UI

Step	Action
3	In the **"Mode"** field, set the mode to one of the following options: • **Off** - Disables Find-Me Follow-Me. • **Parallel** - The Primary and Secondary phones ring simultaneously. • **Sequential** - The Primary phone rings first. If you do not answer the call, then the Secondary phone rings. **Note:** You have 30 seconds to answer a call on your primary phone. If you do not answer the call within this time limit, Find-Me Follow-Me progresses to the next stage (i.e., your secondary phone rings).
4	In the "**First Preset**" field, select one of the following options: • **Home** This option displays only if a home phone number is provisioned on the ***Preferences->My Profile*** page. If you have provisioned a home number, selecting "**Home**" for this field displays your home number in the "**First Number**" field. • **Cell** This option displays only if a cell phone number is provisioned on the ***Preferences->My Profile*** page. If you have provisioned a cell number, selecting "Cell" for this field displays your cell number in the "**First Number**" field. • **Extension** This option displays your extension number for your phone in the "**First Number**" field. • **Other** This option allows you to specify a custom phone number in the "**First Number**" field.

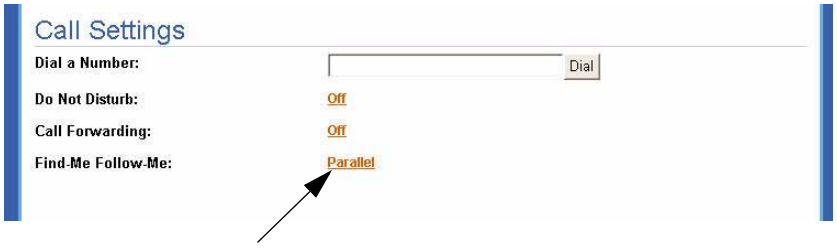
AastraLink Web UI

Step	Action
5	You enter a phone number or extension In the "**First Number**" field, depending on your setting selected in step 4: • If you have provisioned a home or cell phone number on the ***Preferences->My Profile*** page, and you selected "**Home**" or "**Cell**" in step 4, those numbers automatically display in the "**First Number"** field. • If you selected "**Extension**" in step 4, your extension number automatically displays in the "**First Number**" field. • If you selected "**Other**" in step 4, enter a phone number you want to use for the Find-me Follow-me feature. **Note:** You can edit the numbers that display in this field as applicable (i.e., add prefixes, etc.) If an incoming call comes into your phone, the phone number you enter here will ring also. **Note:** If the Find-Me Follow-Me mode is set to "**Parallel**", the first and second numbers will ring simultaneously. If the mode is set to "**Sequential**", the first number will ring and if there is not answer, the second number will ring.
6	In the "**Second Preset**" field, select one of the following options: • **Home** This option displays only if a home phone number is provisioned on the ***Preferences->My Profile*** page. If you have provisioned a home number, selecting "**Home**" for this field displays your home number in the "**Second Number**" field. • **Cell** This option displays only if a cell phone number is provisioned on the ***Preferences->My Profile*** page. If you have provisioned a cell number, selecting "Cell" for this field displays your cell number in the "**Second Number**" field. • **Extension** This option displays your extension number for your phone in the "**Second Number**" field. • **Other** This option allows you to specify a custom phone number in the "**Second Number**" field.

AastraLink Web UI

Step	Action
7	You enter a phone number or extension In the "**Second Number**" field, depending on your setting selected in step 4: • If you have provisioned a home or cell phone number on the ***Preferences->My Profile*** page, and you selected "**Home**" or "**Cell**" in step 6, those numbers automatically display in the "**Second Number"** field. • If you selected "**Extension**" in step 6, your extension number automatically displays in the "**Second Number**" field. • If you selected "**Other**" in step 6, enter a phone number you want to use for the Find-me Follow-me feature. **Note:** You can edit the numbers that display in this field as applicable (i.e., add prefixes, etc.) If an incoming call comes into your phone, the phone number you entered in the "**First Number**" field rings first. If there is no answer, the phone number you entered in the "**Second Number**" field rings.. **Note:** If the Find-Me Follow-Me mode is set to "**Parallel**", the first and second numbers will ring simultaneously. If the mode is set to "**Sequential**", the first number will ring and if there is not answer, the second number will ring.

AastraLink Web UI

Step	Action
8	Click **<Save>** to save your changes. The **Find-Me Follow-Me** field reflects the rules you specified.  **Find-Me Follow-Me set to "Parallel".** To disable Find-Me, Follow-Me, set the **Mode** parameter to **Off** and click **Save**. If you need to edit your profile (E-Mail, Cell Number, Home Number, Language, Ring Tone), you can click <**Edit**> in the Find-Me Follow-Me dialog box as required. For more information about editing your profile, see "Editing Your Profile Information" on page 3-43.

Note: For instructions on how to assign Find-Me Follow-Me to a softkey on your Aastra IP phone, see "Configuring SoftKeys For Your IP Phone" on page 3-32.

Using Visual Voicemail

When your IP phone receives a new voicemail message, the **Home** menu updates to show that a new message has been recorded. If you placed a call, and left a voicemail message, the Home menu displays a message icon.

You can use the Visual Voicemail feature to view information about the caller, play the message, forward the message, and delete the message from this menu.

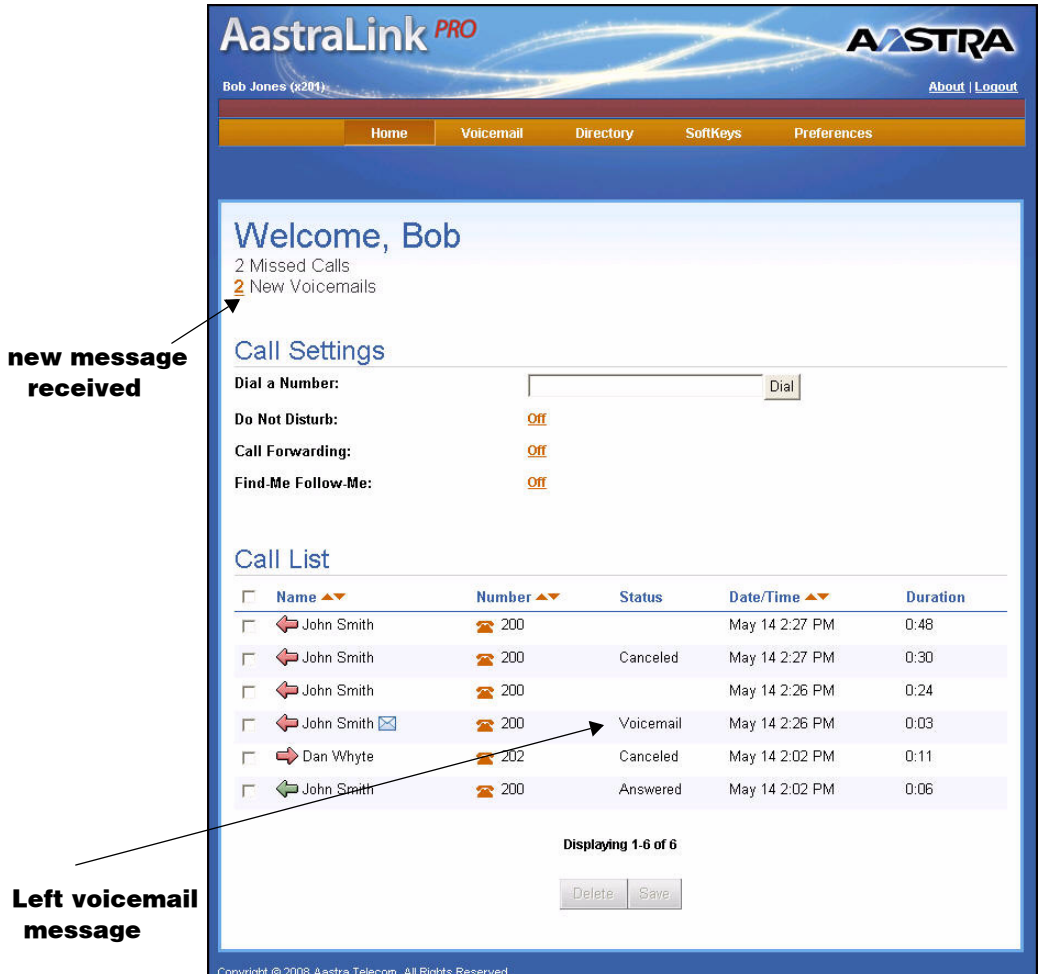
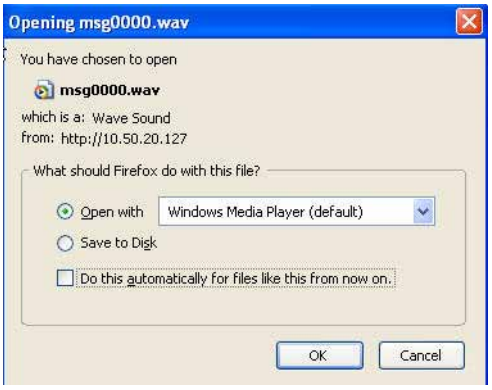


Figure 3-4. Home Menu Displaying One New Voicemail Message Received

Playing Voicemail Messages

Use the following procedure to play voicemail messages.

AastraLink Web UI

Step	Action
1	Select **Home.**
2	Click on the **"New Voicemails"** setting. For example, click on **"1."** **Note:** Alternatively, you can select the **Voicemail** menu.
3	Click **<Play>** next to the voicemail message you want to hear.
4	Select the media player your browser should to use to play the message. For example, Windows Media Player.  The voicemail message plays. You can save, forward, or delete the message as described in the following sections.

Saving Voicemail Messages

Use the following procedure to save a voicemail message.

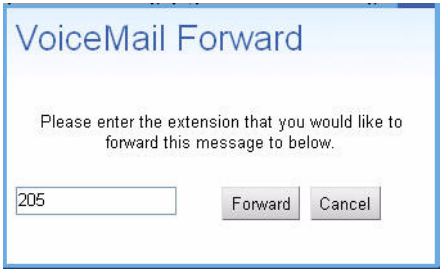
AastraLink Web UI

Step	Action
1	Select **Voicemail.**
2	Click on the checkbox next to the voicemail message you want to save.
3	Click on **<Save>**. The message is saved to the “Old” message box.

Forwarding Voicemail Messages

Use the following procedure to forward voicemail messages to another IP phone.

AastraLink Web UI

Step	Action
1	Select **Voicemail.**
2	Click on **<Fwd>** next to the voicemail message you want to forward.
3	Specify destination extension, then click **<Forward>**. For example, **205**.  The message forwards to the extension you specified.

Deleting Voicemail Messages

Use the following procedure to delete voicemail messages.

AastraLink Web UI

Step	Action
1	Select **Voicemail.**
2	Select the voicemail message(s) you want to delete, then click **<Delete>.**
3	To confirm your action and delete the voicemail(s), press **<Yes>.**

Using IP Phone Directories

Phone directories contain the names and phone numbers of your contacts. The AastraLink Pro 160 provides access to two directories:

- *Personal* - lists the name and phone numbers of the contacts that you specify.
- *Corporate* - dynamically lists the names, extensions, and phone numbers of all Aastra IP phone users in your network, as well as any contacts that your administrator manually specifies.

You access phone directories from the **Directory** menu. You can also search for a contact by name, and dial a contact, from this menu.

Note: If you are using an IP phone with an expansion module attached, you can use the Web UI to download the corporate directory and configure speeddial softkeys on the module. See "Configuring Softkeys For Expansion Modules" on page 3-41 for instructions.

Adding a Contact

Use the following procedure to add a contact to your personal phone directory.

AastraLink Web UI

Step	Action
1	Select **Directory->Personal.**
2	Click on **<Add Contact>** to add a new contact to the directory.
3	Specify the personal information for the contact (name, work, cell, and/or home phone number), then click **<Save>** The new contact is added to your directory list.

Editing Contact Information

Use the following procedure to edit personal information for a contact listed in your personal phone directory.

AastraLink Web UI

Step	Action
1	Select **Directory->Personal.**
2	Click on the name of the person whose information you want to edit. For example: **Sue Adams.**
3	Click **<Edit>.**
4	Edit the contact information as necessary, then click **<Save>.**

Deleting A Contact

Use the following procedure to delete a contact from your personal phone directory.

AastraLink Web UI

Step	Action
1	Select **Directory->Personal.**
2	Select the contact(s) that you want to delete from the phone directory.
3	Click <**Delete Selected Contacts>.**
4	Confirm your choice by clicking **<Yes>.** The contact is removed from your personal directory list.

Searching For A Contact

Use the following procedure to search for a contact listed in your personal or corporate phone directory.

AastraLink Web UI

Step	Action
1	Select **Directory.**
2	Enter the contact name in the **"Search"** field. For example: The Web UI displays the contact information for the person you specified. **Note:** You can also perform a "quick" search by entering one or more characters in the person's name. You then choose from the list of contacts that match the data you specified.
3	To dial a contact, click on the icon next to the person's name.

Configuring SoftKeys For Your IP Phone

You configure softkeys for your IP phone from the **Softkeys** menu shown below.

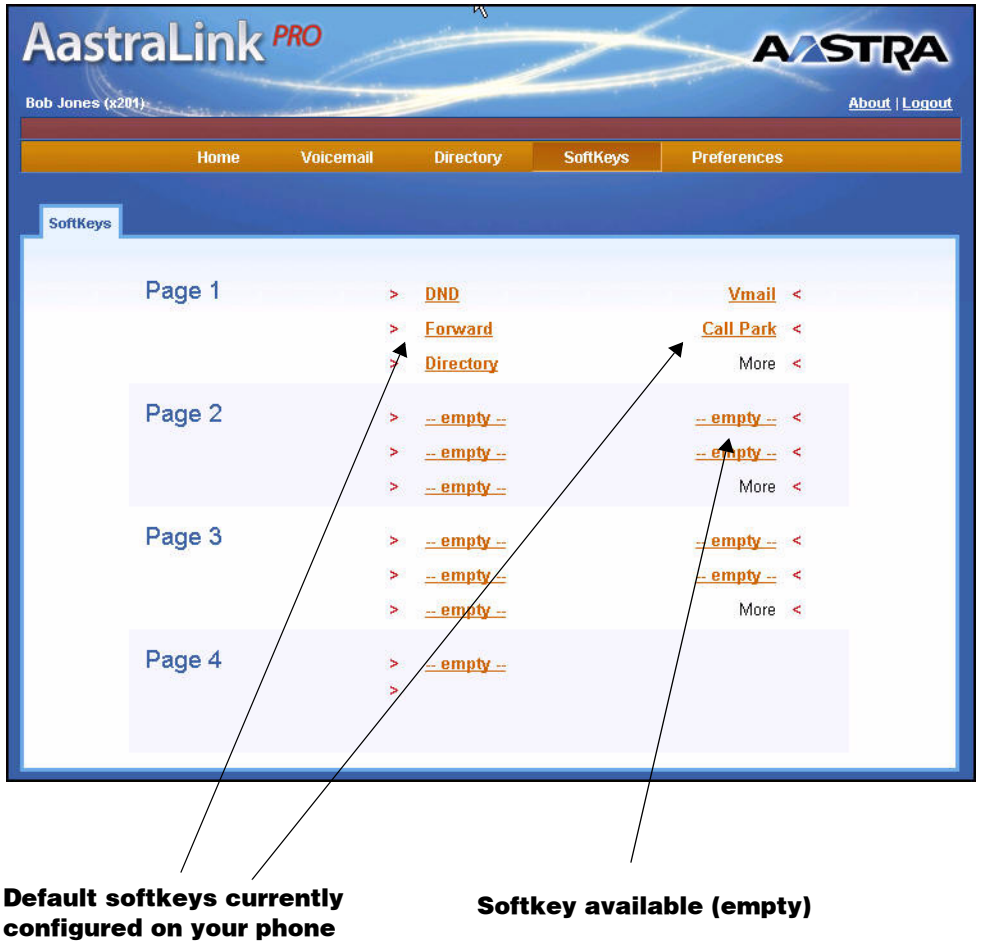


Figure 3-5. SoftKeys Menu

The softkeys that appear on your IP phone are the default softkeys assigned by your system administrator. You use the Web UI to customize — or reprogram — the softkeys for your Aastra IP phone according to your specific needs.

Using the AastraLink Web UI Softkeys menu, you can:

- Add new softkeys
- Delete softkeys
- Edit a default softkey so it performs a different function. For example, you may wish to change a Call Forward softkey to a Speedial softkey.

On some model Aastra IP phones, certain softkeys are reserved and cannot be changed. For example, on the Model 33i, the first four softkeys are preprogrammed as follows: *Options, Directory, Save, Delete*.The last softkey is preprogrammed as *Mute*. These softkeys cannot be edited or deleted.

Softkeys that are designated as *empty* are available to configure, but currently have no function associated with them.

If you are using an IP phone with an expansion module attached, you can use the Web UI to configure softkeys on the expansion module as well. In addition, the Web UI gives you the option to download the corporate directory in order to quickly configure speeddial softkeys for the contacts listed in the directory.

Softkey Types

There are 15 different types of softkeys (plus two Operator softkeys) available for you to configure on your IP phone. Each softkey type performs a different function.

On the AastraLink Web UI, softkeys are organized by type into these three categories:

- **Call Settings Softkeys** - used to specify how inbound/outbound calls are handled. For example, Do Not Disturb or Call Forwarding.
- **Applications Softkeys**- used to access applications (Voicemail) or other phone menus (the Services list).
- **Operator Softkeys**- used to define Operator status and schedules. (These keys display only if you are the designated Operator.)

The following tables describe each type of softkey available.

Call Settings Softkeys

The table below describes the Call Settings softkeys you can configure for your Aastra IP phone. The table describes each softkey type, function, label (appears next to the softkey on the Phone UI), and value (where applicable).

Softkey Type	Function	Label	Value
Speed Dial	Allows you to dial a phone number/ extension using a softkey.	The name of the person you want to speeddial. For example: Dan Jones	The phone number or ext to speeddial. For example: 285
Do Not Disturb	Stops your IP phone from ringing when an incoming call is received.	n/a	n/a
Call Forward	Allows you to forward incoming calls to another destination.	n/a	n/a
Find-Me, Follow-Me	Allows you to specify other phone numbers that should be used to try to reach you. For example, your work phone number and your cell phone number.	n/a	n/a
Call Parking	Allows you to “park” a call in order to retrieve it later, from another IP phone. See“Handling Calls” on page 2-34 for more information about using the Park Call feature.	n/a	n/a

Softkey Type	Function	Label	Value
Directed Call Pickup	Allows you to intercept - or pickup - a call on a monitored extension. When you press the DCP softkey, your IP phone displays a list of currently ringing numbers. You select the call you want to “pickup,“ (intercept) from this list and are connected to the call. See “Intercepting Calls Using Directed Call Pickup” on page 2-48 for instructions on using the Directed Call Pickup feature.	n/a	n/a
BLF	Busy Lamp Field. Allows you to monitor a specific extension for state changes (busy or idle). When you configure a BLF softkey, an indicator (either an icon or a LED) displays on your IP phone next to the softkey. The icon shows whether the extension you are monitoring is “busy” (on the phone) or “idle.” See “Monitoring Calls Using Busy Lamp Field (BLF)” on page 2-47 for instructions on how to monitor extensions.	The name of the person whose extension you are monitoring For example: Joe Smith	The phone number or extension to monitor. For example: 255
Page All	Indicates the key is configured as a Paging key. Pressing this key initiates an immediate multicast RTP stream to the pre-configured multicast group address provisioned by the AastraLink Pro 160.	n/a	n/a
Paging	Indicates the key is configured as a Paging key for XML paging options. Pressing this key displays a list of Paging Group you can select from to initiate a Page.	n/a	n/a

Softkey Type	Function	Label	Value
SLA	Indicates the key is configured as a Shared Line Appearance (SLA) key. **Note:** If SLA is configured by the administrator, non-editable SLA keys are assigned to all supported phone models. Contact the administrator if you wish your phone to be excluded from the SLA network.	n/a	n/a
Transfer	Allows you to transfer a call to another extension. **Note:** The AastraLink Pro 160 supports consultative transfer and blind transfer for calls to SIP extensions; however, it supports only consultative transfer for calls to user groups.	n/a	n/a
Conference	Allows you to set up a conference call between two or more active calls.	n/a	n/a

Application Softkeys

The following table describes the Application softkeys you can configure for your Aastra IP phone.

Softkey Type	Function
Services	Displays the Services list. From the Services list, you can access these other services and applications: • Voicemail • Directory • Calls List • Call Settings • Relay • Pickup Call • Park List • Operator (if Operator enabled on the phone)
Directory	Displays the Directory list. From the Directory list, you can: • Access your Personal directory • Access the Corporate directory • Search for a contact in either directory
Voicemail	Allows you to connect to Visual Voicemail. When you press the Vmail softkey, the Visual Voicemail menu appears on your Phone UI. After you login to your voicemail account, you can view details about your voicemail messages on your phone UI, play messages, store/forward/save/delete messages, or manage your voicemail preferences from this screen. To configure voicemail rules for your IP phone, see “Using Visual Voicemail” on page 3-25.
Call List	Allows you to access the Recent Calls list.

Softkey Type	Function
Intercom	Allows you to connect with a remote extension using the intercom.
Relay	Allows an operator/user to monitor an external device (such as a locked entrance door), and use a softkey to change the status of the device (unlock the door) when an alarm is triggered.

Operator Softkeys

The following table describes the Operator softkeys you can configure for your Aastra IP phone.

Note: You must be a designated Operator to configure Operator softkeys on your IP phone. The Operator softkeys only display if you are a designated Operator.

Softkey Type	Function
Operator Day/ Night	Allows an operator to override the current schedule specified (weekends and holidays) and switch to either the Day schedule or the Night Schedule.
Operator On/Off Duty	Allows an operator to specify whether or not someone is available to answer the phone. • When Enabled, incoming calls are handled first by an operator, then by an Auto-attendant. • When Disabled, incoming calls are handled first by the Auto-attendant.

Adding a Softkey

Use the following procedure to add a softkey to your IP phone.

AastraLink Web UI

Step	Action
1	Select **SoftKeys.**
2	Click **<Add SoftKey>.**
3	Select the **"Softkey Type"** from the pull-down menu, then click **<Add Softkey>.** The SoftKeys menu updates to show the new softkey you added. **Note:** When you add or delete a softkey, the changes to your IP phone are usually dynamic. However, some softkey types (BLF, for example) require you to restart the phone in order for the changes to take affect

Editing a Softkey

Use the following procedure to change the softkey type assigned to a softkey number on your IP phone.

AastraLink Web UI

Step	Action
1	Select **SoftKeys.**
2	Click on the **"Type"** field for the softkey you want to edit. For example, click on **Do Not Disturb.**
3	Select a new **"Softkey Type"** from the pull-down menu.
4	Click **<Save Changes>** to save your changes. The SoftKeys menu updates to show the new softkey type assigned.

Deleting a Softkey

Use the following procedure to delete a softkey from your IP phone.

AastraLink Web UI

Step	Action
1	Select **SoftKeys.**
2	Click on the softkey you want to delete.
3	Click **<Delete>** The softkey is deleted and reset to **<empty>**. **Note:** When you add or delete a softkey, the changes to your IP phone are usually dynamic. However, some softkey types (BLF, for example) require you to restart the phone in order for the changes to take affect

Configuring Softkeys For Expansion Modules

You add, edit, and delete softkeys for an expansion module attached to your IP phone the same way you do for the IP phone itself. See "Adding a Softkey" on page 3-39 for instructions.

In addition, you can use the Web UI to download the corporate directory and quickly configure softkeys on the module, as described in the following procedure.

AastraLink Web UI

Step	Action
1	Select **Softkeys-> Expansion Module 1.**
2	Click **Corporate Directory.** The AastraLink begins to download and configure the expansion module with the corporate directory contacts. When the process complete, a message appears confirming that the download is complete. If you view the expansion module UI, the corporate directory displays speed dials (user phone) or BLF's (operator phone) configured for each person listed in the directory.

Editing Your User Preferences

You edit your user preferences from the **Preferences** menu. You can edit your profile information (email address, cell phone number, home phone number, Web UI language, and ring tone), change Visual Voicemail settings, and change your user password from this menu.

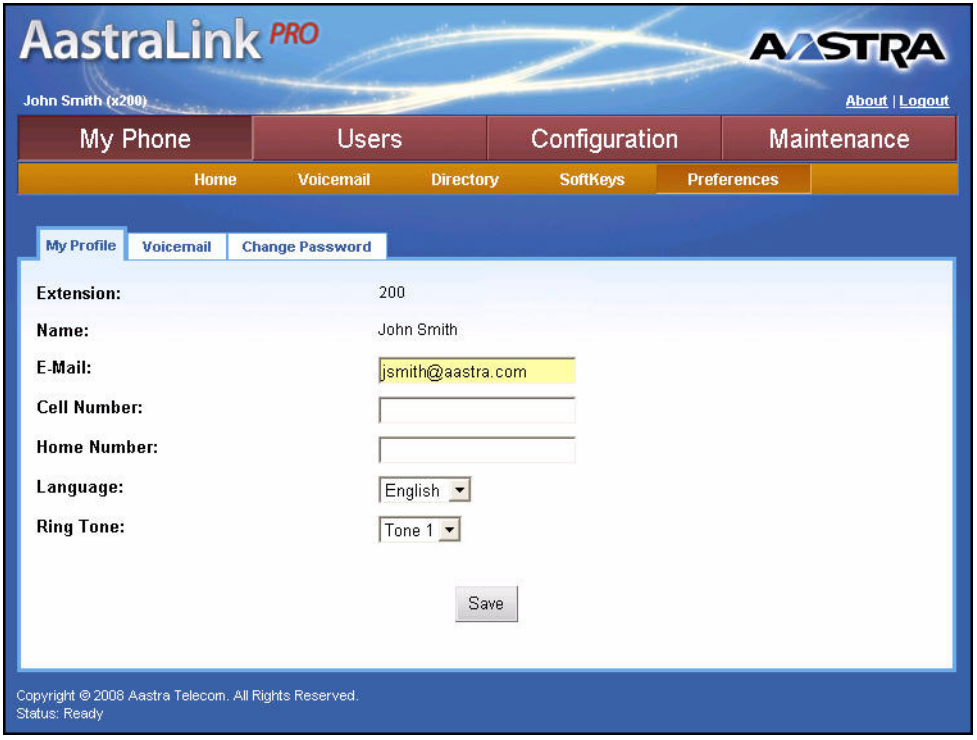


Figure 3-6. Preferences Menu

Editing Your Profile Information

Use the following procedure to edit your contact information.

AastraLink Web UI

Step	Action
1	Select **Preferences->My Profile.**
2	In the "**Email**" field, enter your email address.
3	In the "**Cell Number**" field, enter your cell phone number. **Note:** This number is used when your phone uses the "Find Me/Follow Me" feature and is displayed in the corporate directory.
4	In the "**Home Number**" field, enter your home phone number. **Note:** This number is used when your phone uses the "Find Me/Follow Me" feature and is displayed in the corporate directory.
5	In the "**Language**" field, enter the language to use for Web UI sessions and on the phone. Valid values are: • **English** (default) • **Spanish** • **French** **Note:** Clicking **<Save>** changes the language in the current Web UI session immediately. Only languages that have been enabled by the system administrator are shown in the drop-down list.
6	In the "Ring Tone" field, select a ring tone to use on your phone. Valid values are: • **Tone 1** (default) • **Tone 2** • **Tone 3** • **Tone 4** • **Tone 5** **Note:** For more information about ring tone patterns, see "Ring Tone Patterns" in the paragraph following this procedure.
7	Click **<Save>** to save the setting.

Ring Tone Patterns

In IP Telephony, different ringing patterns have different frequencies and cadences. Ring cadence is the ringing pattern heard by the called party, before they pick up the call. The IP phones use the following Bellcore-specified tones by default:

Ring Tone Pattern

Call Criteria	Bellcore Tones
internal calls	Bellcore-dr2
external calls	Bellcore-dr3
calls with contact list	Bellcore-dr4
calls with specific time frames	Bellcore-dr5

Specifying Your Visual Voicemail Preferences

Use the following procedure to edit your Visual Voicemail preferences.

AastraLink Web UI

Step	Action
1	Select **Preferences->Voicemail.**
2	In the "**Voicemail Notification**" field, select whether or not an email is sent to your email address to notify you of a voicemail that was left by the incoming caller. Valid values are: • **Off** (default) • **Email** • **Email with Audio-Attachment** **Note:** Email is only sent if you have configured your email address in the Preferences section of the Web UI for your phone, and the administrator has enabled email relay.
3	In the "**Escape to Extension**" field, enter an extension number (other than your own extension number) for where you want your phone to automatically ring to.
4	In the "**Rings Before Voicemail**" field, select the number of rings that you want your phone to perform before sending the call to voicemail. Valid values are **1** through **6**. Default is **5**.
5	Click **<Save>** to save your changes.

Changing Your Password

Use the following procedure to change your password for your IP phone.

AastraLink Web UI

Step	Action
1	Select **Preferences->Change Password.**
2	In the "**Original Password**" field, enter the password you used to login into the current user Web UI session.
3	In the "**New Password**" field, enter a new password that you want to use to log into the user Web UI. **Note:** Enter numeric characters only for your password. Alpha characters are not supported.
4	In the "**Confirm New Password**" field, re-enter the new password.
5	Click **<Save>** to save your new password.

Appendix A
Aastra IP Phone Model Reference

About This Appendix

This appendix explains the hardware design and key descriptions for each Aastra IP phone model that the AastraLink Pro 160 supports. The current models are:

- **675xi Series SIP IP Phones:** 6730i, 6731i, 6751i, 6753i, 6755i, 6757i, 6757i CT
- **9143i, 9480i, 9480i CT SIP IP Phones**
- **MBU 400 and DECT 420d handset**
- **Expansion Modules**: 536M and 560M

Refer to this appendix for the following information about your model Aastra IP phone:

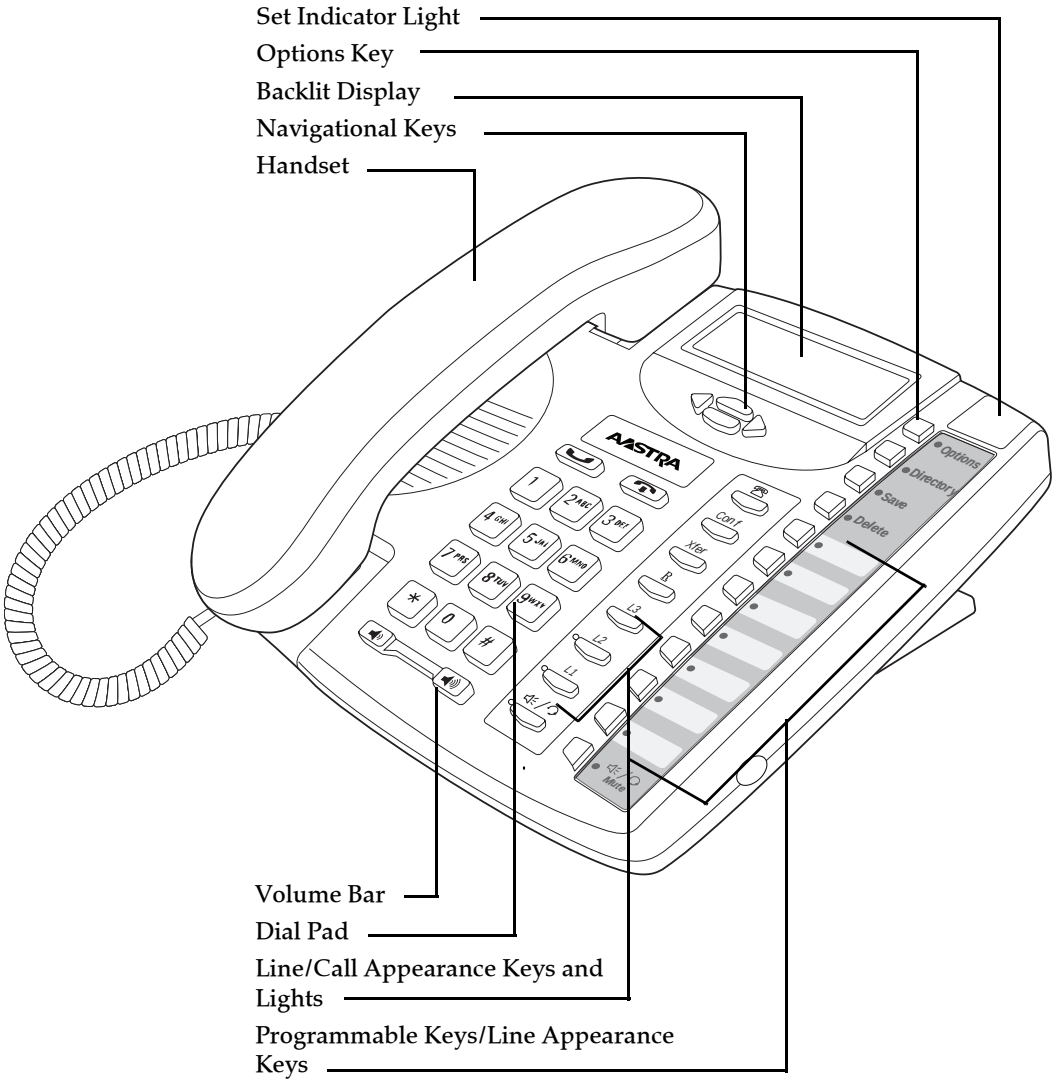
- Requirements and specifications.
- IP phone features.
- Phone hardware and key panel design.
- Key descriptions.
- Cordless handset installation instructions (models 9480i CT and 6757i CT).
- Expansion module installation instructions (models 536M and 560M).

Aastra IP Phone Model 9143i

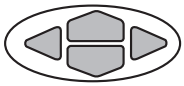
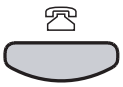
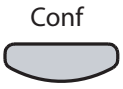
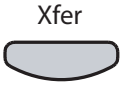
9143i IP Phone Features

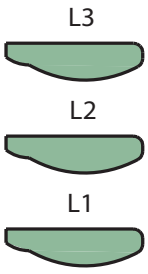
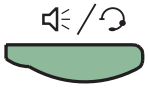
- 3-line LCD screen
- 3 call appearance lines with LEDs
- 7 programmable keys
- Press-and-Hold speeddial key configuration feature
- Full-duplex speakerphone for handsfree calls
- Supports up to 9 call lines
- Headset support (modular connector)
- Built-in two-port, 10/100 Ethernet ports - lets you share a connection with your computer
- Inline power support (based on 802.3af standard) which eliminates power adapters.
- AC power adapter (included)
- Enhanced busy lamp fields
- Set paging

9143i Key Pad



9143i Key Description

Keys	Key Description
	**Navigation keys** - Pressing the UP and DOWN arrow keys lets you view different status and text messages on the LCD display (if there is more than 1 line of status/ text messages). These buttons also let you scroll through menu selections, such as the Options List. Pressing the LEFT and RIGHT arrow keys lets you view the different line/call appearances. While in the Options List, these keys allow you to exit or enter the current option. When you are editing entries on the display, pressing the LEFT arrow key erases the character on the left; pressing the RIGHT arrow key sets the option.
	Goodbye key - Ends an active call. The Goodbye key also exits an open list, such as the Options List, without saving changes.
	Hold key - Places an an active call on hold. To retrieve a held call, press the call appearance button beside the light that is flashing.
	Volume control key - Adjusts the volume for the handset, headset, ringer, and handsfree speaker.
	**Callers List key** - Allows you to access the Callers List that stores up to 200 of the last calls received.
	**Conference key** - Allows you to begin a conference call with up to 3 active call parties.
	**Transfer key** - Allows you to perform blind or consultative transfer of an active call to another number. In blind transfer, you transfer the call without waiting for the far end to answer. In consultative transfer, you wait for the far end to answer before transferring the call. **Note:** The AastraLink Pro 160 supports consultative transfer and blind transfer for calls to SIP extensions; however, it supports only consultative transfer for calls to user groups.

Keys	Key Description
	Redial key - Redials a previously dialed number. The Redial key stores up to 100 previously dialed numbers that you can select from. Pressing the Redial key twice simultaneously redials the last dialed number.
	**Line/Call Appearance key** - Connects you to a line or call. The Aastra 9143i IP Phone supports up to 3 line keys.
	**Handsfree key** - Activates Handsfree for making and receiving calls without lifting the handset. When the audio mode option is set, this key is used to switch between a headset and the handsfree speakerphone.
	Options key - Accesses options to customize your phone.
	Directory key - Accesses your Personal and Corporate Phone Directories. You can enter up to 200 entries into the 9143i Personal Directory by adding them manually, or by saving the number and name from other lists stored on your phone. Each entry can contain a maximum of 16 letters and numbers.
	Save key - Allows you to save entries when storing numbers and names in Directory. Also allows you to save Option settings when using the programmable keys.
	Delete key - Allows you to remove entries from the Redial, Directory, or Callers Lists.

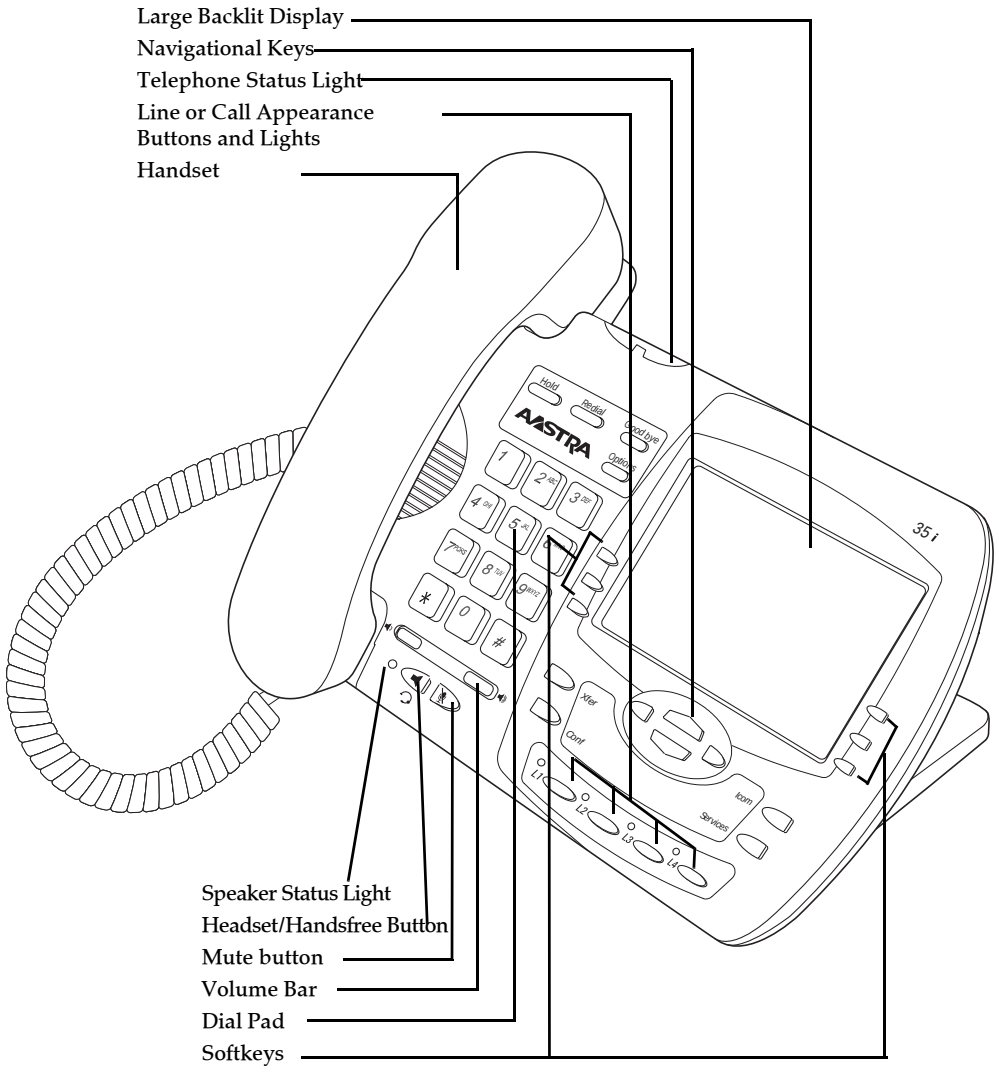
Keys	Key Description
	Programmable keys - Allows you to use the feature configured for that key. You can program up to 6 keys with a specific function. Your system administrator has preprogrammed the default set of softkeys for your IP phone. You can add additional softkeys, or edit softkeys, using the Web UI. The softkey types available for you to configure include: • Speeddial • Do Not Disturb • Call Forward • Voicemail • Find Me Follow Me • Park Call • Directed Call Pickup • Directory • Busy Lamp Field (BLF) • Conference • Intercom • Page All • Paging • SLA (displays if enabled by your administrator) • Relay • Services • Call List • Operator Day/Night (Operator only) • Operator On/Off Duty (Operator only)
	Mute key - Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute).

Aastra IP Phone Models 9480i and 9480i CT

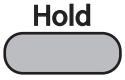
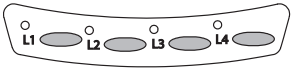
9480i and 9480i CT IP Phone Features

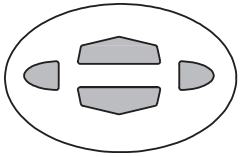
- 5 line graphical LCD screen with large backlit display
- 6 multi-functional, state-based softkeys
- Press-and-Hold speeddial key configuration feature
- 4 call appearance lines with LEDs
- Supports up to 9 call lines
- Speakerphone for handsfree calls
- Headset support (modular connector)
- Built-in-two-port, 10/100 Ethernet switch - lets you share a connection with your computer.
- Inline power support (based on 802.3af standard) which eliminates power adapters.
- AC power adapter (included)
- Enhanced busy lamp fields
- Set paging

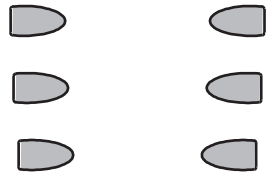
9480i and 9480i CT Key Pad



9480i and 9480i CT Key Description

Keys	Key Description
	Goodbye key - Ends an active call. The Goodbye key also exits an open list, such as the Options List, without saving changes.
	Options key - Accesses options to customize your phone. Your System Administrator may have already customized some of your settings. Check with your System Administrator before changing the administrator-only options.
	**Hold key** - Places an active call on hold. To retrieve a held call, press the call appearance button beside the light that is flashing.
	Redial key - Redials up to 100 previously dialed numbers. Pressing the Redial key twice simultaneously redials the last dialed number.
	Volume control key - Adjusts the volume for the handset, headset, ringer, and handsfree speaker.
	Handsfree key - Activates Handsfree for making and receiving calls without lifting the handset. When the audio mode option is set, this key is used to switch between a headset and the handsfree speakerphone.
	Mute key - Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute).
	**Line/Call Appearance key** - Connects you to a line or call. The Aastra 9480i and 9480i CT IP phones support up to 4 line keys.

Keys	Key Description
	**Navigation keys** - Pressing the UP and DOWN arrow keys lets you view different status and text messages on the LCD display (if there is more than 1 line of status/text messages). These buttons also let you scroll through menu selections, such as the Options List. Pressing the LEFT and RIGHT arrow keys lets you view the different line/call appearances. While in the Options List, these keys allow you to exit or enter the current option. When you are editing entries on the display, pressing the LEFT arrow key erases the character on the left; pressing the RIGHT arrow key sets the option.
	Transfer key - Transfers an active call to another number.
	Conference key - Begins a conference call with the active call.
	Icom key - Begins an intercom call to a remote extension and answers incoming intercom calls. The 9480i and 9480i CT IP Phones also have default softkey 4 configured as **Icom**.
	Services key - Displays a list of Services available to your phone, if specific services have been configured. The available Aastra services include Directory & Callers Log. The 9480i and 9480i CT IP Phones also have default softkey 1 configured as **Services**.

Keys	Key Description
	**Softkeys** - 6 state-based softkeys on the 9480i and 9480i CT IP Phones. Your system administrator has preprogrammed the default set of softkeys for your IP phone. You can add additional softkeys, or edit softkeys, using the Web UI. The softkey types available for you to configure include: • Speeddial • Do Not Disturb • Call Forward • Voicemail • Find Me Follow Me • Park Call • Directed Call Pickup • Directory • Busy Lamp Field (BLF) • Conference • Intercom • Page All • Paging • SLA (displays if enabled by your administrator) • Relay • Services • Call List • Operator Day/Night (Operator only) • Operator On/Off Duty (Operator only)

9480i CT Cordless Handset

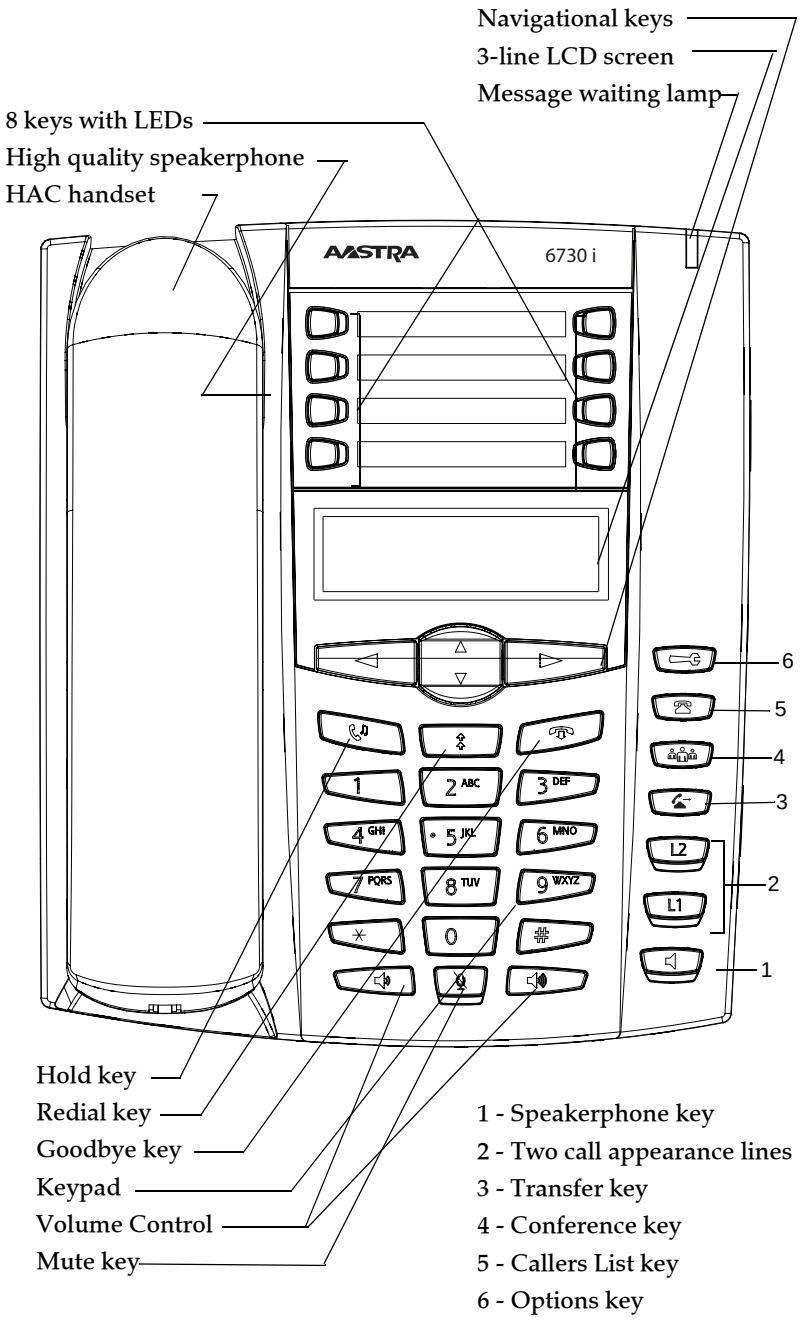
For information about the 9480i CT cordless handset, see "CT Cordless Handsets (9480i CT and 6757i CT)" on page A-43.

Aastra IP Phone Model 6730i (Symbol and Text Keys)

6730i IP Phone Features (Symbol and Text)

- 3-line LCD screen
- 8 programmable top keys
- Press-and-hold speeddial key configuration feature
- Supports up to 6 call lines with LEDs
- Full-duplex speakerphone for handsfree calls
- AC power adapter (included)
- Enhanced busy lamp fields
- Set paging

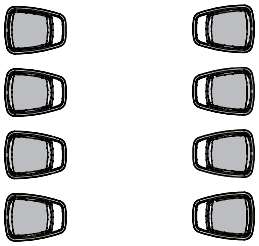
6730i Key Pad



6730i Key Descriptions (Symbol and Text)

Symbol Keys	Text Keys	Key Description
		Hold key - Places an active call on hold. To retrieve a held call, press the call appearance button beside the light that is flashing.
		Redial key - Redials up to 100 previously dialed numbers. Pressing the Redial key twice redials the last dialed number.
		Goodbye key - Ends an active call. The Goodbye key also exits an open list, such as the Options List, without saving changes.
		Volume control key - Adjusts the volume for the handset, ringer, and handsfree speaker..
		Navigation keys - Pressing the UP and DOWN arrow keys lets you view different status and text messages on the LCD display (if there is more than 1 line of status/text messages). These buttons also let you scroll through menu selections, such as the Options List. Pressing the LEFT and RIGHT arrow keys lets you view the different line/ call appearances. While in the Options List, these keys allow you to exit or enter the current option. When you are editing entries on the display, pressing the LEFT arrow key erases the character on the left; pressing the RIGHT arrow key sets the option.
		Speaker key - Transfers the active call to the speaker, allowing handsfree use of the phone.
		Options key - Accesses services and options to customize your phone. Your System Administrator may have already customized some of your settings. Check with your System Administrator before changing the administrator-only options.
		Callers List key - Accesses the last 200 calls received.
		Conference key - Begins a conference call with the active call.

Symbol Keys Text Keys	Key Description
	Transfer key - Transfers the active call to another number.
	Line/Call Appearance keys - Connect you to a line or call. The Aastra 6730i IP Phone IP phone supports 2 line keys, each with LED indicator lights.

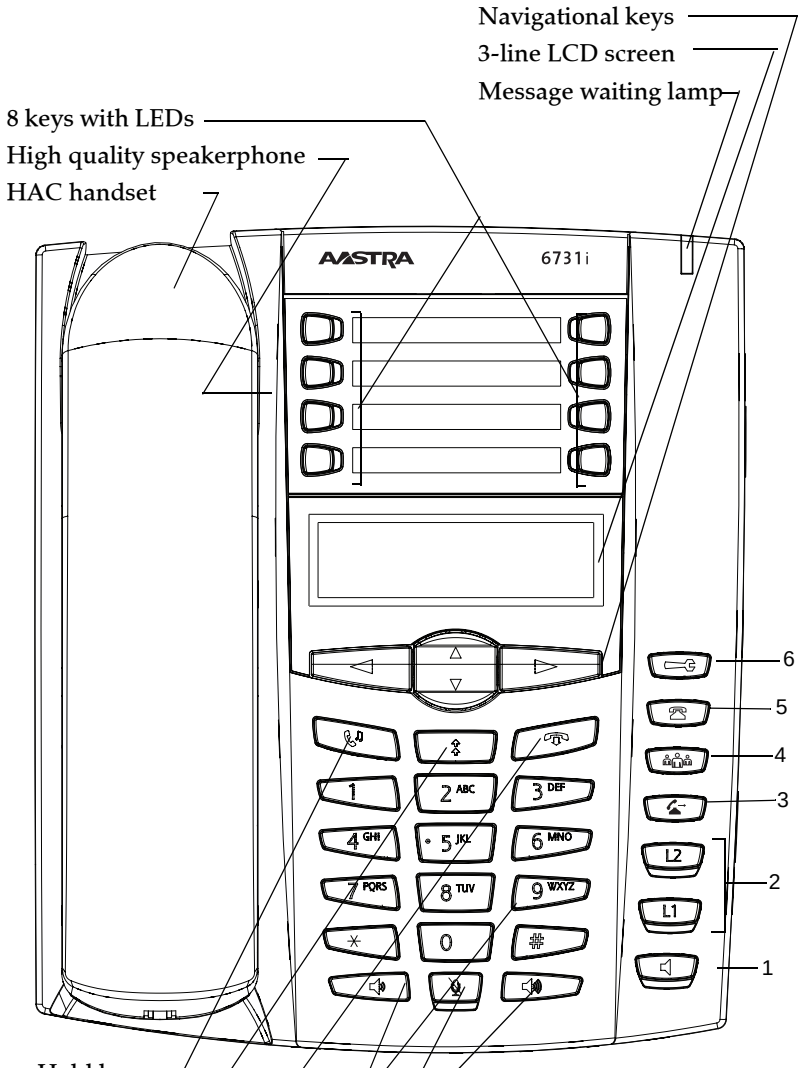
Symbol Keys	Text Keys	Key Description
		**Programmable keys** - 8 Top Keys - all 8 keys are programmable. Keys 5 and 6 are designated as the SAVE and DELETE keys, respectively. These keys must be made configurable by the System Administrator before they can be changed. **5** - **SAVE** (preconfigured) — Allows you to save numbers and/or names to the Directory. Using this key, you enter the number, name, and line (or speeddial key) to record in the Directory List. **6** - **DELETE** (preconfigured) — Allows you to delete entries from the Directory List and Callers List. (Must enter the Directory or Callers list and select an entry, then press twice to delete entry). Your system administrator has preprogrammed the default set of softkeys for your IP phone. You can add additional softkeys, or edit softkeys, using the Web UI. The softkey types available for you to configure include: • Speeddial • Do Not Disturb • Call Forward • Voicemail • Find Me Follow Me • Park Call • Directed Call Pickup • Directory • Busy Lamp Field (BLF) • Conference • Intercom • Page All • Paging • SLA (displays if enabled by your administrator) • Relay • Services • Call List • Operator Day/Night (Operator only) • Operator On/Off Duty (Operator only)

Aastra IP Phone Model 6731i (Symbol and Text Keys)

6731i IP Phone Features (Symbol and Text)

- 3-line LCD screen
- 8 programmable top keys
- Press-and-hold speeddial key configuration feature
- Supports up to 6 call lines with LEDs
- Full-duplex speakerphone for handsfree calls
- Built-in two-port, 10/100 BaseT Ethernet ports - lets you share a network connection with your computer
- Inline power support (based on IEEE 802.3af Power-over-Ethernet standard) which eliminates power adapters.
- AC power adapter (included)
- Enhanced busy lamp fields
- Set paging

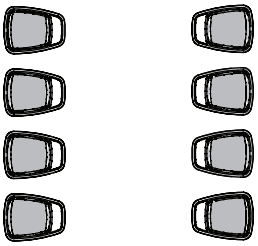
6731i Key Pad



6731i Key Descriptions (Symbol and Text)

Symbol Keys	Text Keys	Key Description
		Hold key - Places an active call on hold. To retrieve a held call, press the call appearance button beside the light that is flashing.
		Redial key - Redials up to 100 previously dialed numbers. Pressing the Redial key twice redials the last dialed number.
		Goodbye key - Ends an active call. The Goodbye key also exits an open list, such as the Options List, without saving changes.
		Volume control key - Adjusts the volume for the handset, ringer, and handsfree speaker..
		Navigation keys - Pressing the UP and DOWN arrow keys lets you view different status and text messages on the LCD display (if there is more than 1 line of status/text messages). These buttons also let you scroll through menu selections, such as the Options List. Pressing the LEFT and RIGHT arrow keys lets you view the different line/ call appearances. While in the Options List, these keys allow you to exit or enter the current option. When you are editing entries on the display, pressing the LEFT arrow key erases the character on the left; pressing the RIGHT arrow key sets the option.
		Speaker key - Transfers the active call to the speaker, allowing handsfree use of the phone.
		Options key - Accesses services and options to customize your phone. Your System Administrator may have already customized some of your settings. Check with your System Administrator before changing the administrator-only options.
		Callers List key - Accesses the last 200 calls received.
		Conference key - Begins a conference call with the active call.

Symbol Keys Text Keys	Key Description
	Transfer key - Transfers the active call to another number.
	Line/Call Appearance keys - Connect you to a line or call. The Aastra 6730i IP Phone IP phone supports 2 line keys, each with LED indicator lights.

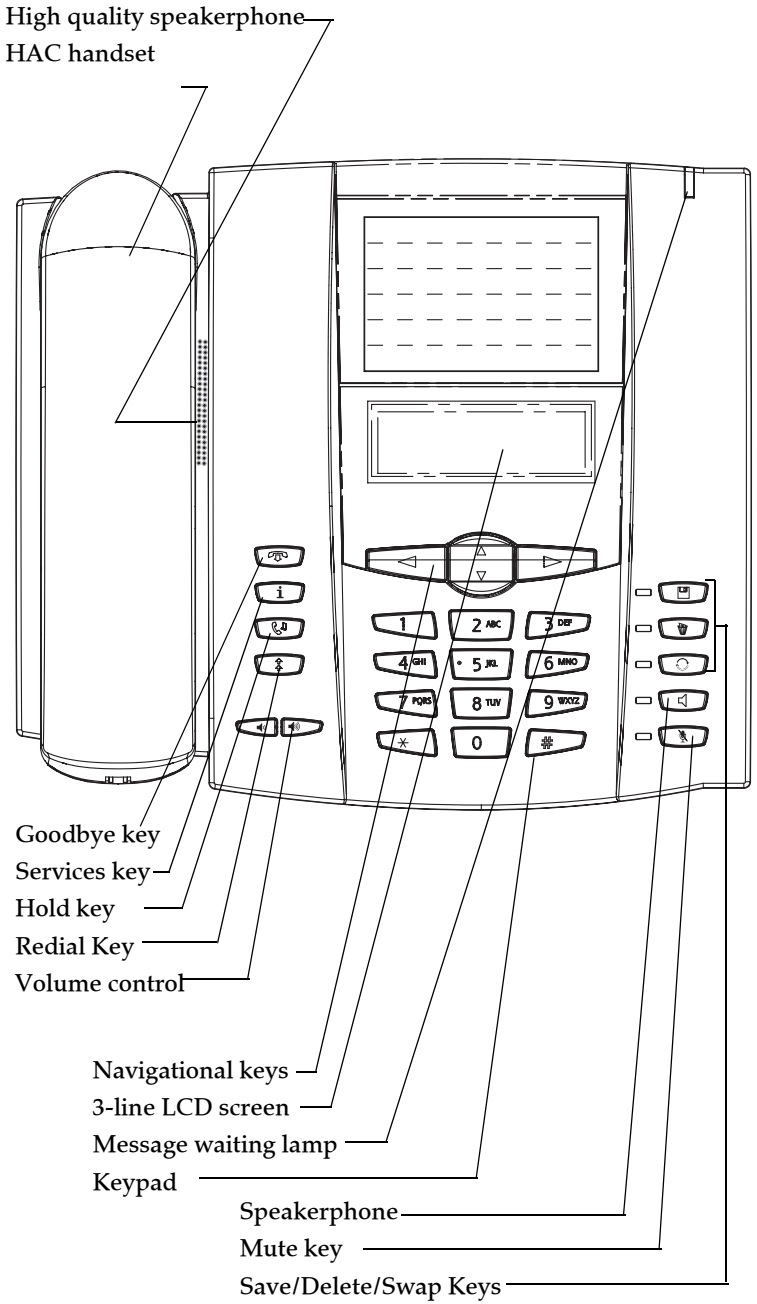
Symbol Keys	Text Keys	Key Description
		**Programmable keys** - 8 Top Keys - all 8 keys are programmable. Keys 5 and 6 are designated as the SAVE and DELETE keys, respectively. These keys must be made configurable by the System Administrator before they can be changed. **5** - **SAVE** (preconfigured) — Allows you to save numbers and/or names to the Directory. Using this key, you enter the number, name, and line (or speeddial key) to record in the Directory List. **6** - **DELETE** (preconfigured) — Allows you to delete entries from the Directory List and Callers List. (Must enter the Directory or Callers list and select an entry, then press twice to delete entry). Your system administrator has preprogrammed the default set of softkeys for your IP phone. You can add additional softkeys, or edit softkeys, using the Web UI. The softkey types available for you to configure include: • Speeddial • Do Not Disturb • Call Forward • Voicemail • Find Me Follow Me • Park Call • Directed Call Pickup • Directory • Busy Lamp Field (BLF) • Conference • Intercom • Page All • Paging • SLA (displays if enabled by your administrator) • Relay • Services • Call List • Operator Day/Night (Operator only) • Operator On/Off Duty (Operator only)

Aastra IP Phone Model 6751i (Symbol and Text Keys)

6751i IP Phone Features (Symbol and Text)

- 3-line LCD screen
- 1 call appearance line
- Press-and-Hold speeddial key configuration feature
- Supports 1 call line with transfer capabilities
- Full-duplex speakerphone for hands-free calls
- Built-in two-port, 10/100 Ethernet ports - lets you share a connection with your computer
- AC power adapter (sold separately)
- Set paging

6751i Key Pad



6751i Key Descriptions (Symbol and Text)

Symbol Keys	Text Keys	Key Description
		Goodbye key - Ends an active call. The Goodbye key also exits an open list, such as the Options List, without saving changes.
		Services key - Accesses services and options to customize your phone. This keys also access the Directory List and Callers List. Your System Administrator may have already customized some of your settings. Check with your System Administrator before changing the administrator-only options.
		Hold key - Places an active call on hold. To retrieve a held call, press the Hold key again.
		Redial key - Redials up to 100 previously dialed numbers. Pressing the Redial key twice simultaneously redials the last dialed number.
		Volume control key - Adjusts the volume for the handset, ringer, and handsfree speaker.
		Save key - Saves names and numbers to the Directory List. Also saves names and numbers from the Callers List to the Directory List.
		Delete key - Deletes individual or all entries from the Directory List and Callers List. Deletes all entries from the Redial List. You can also use this key to backspace and delete a character when entering values for speeddial softkeys.
		Swap key - If you are on an active call and a second call comes in, you can press the Swap key. This key places the first call on hold and answers the second call. Pressing the Swap key again toggles between the two active calls. The Swap key works with two active calls only. A third call cannot be accepted.
		Speaker key - Activates Handsfree for receiving calls without lifting the handset. Can be used on active calls to switch from the handset to handsfree.

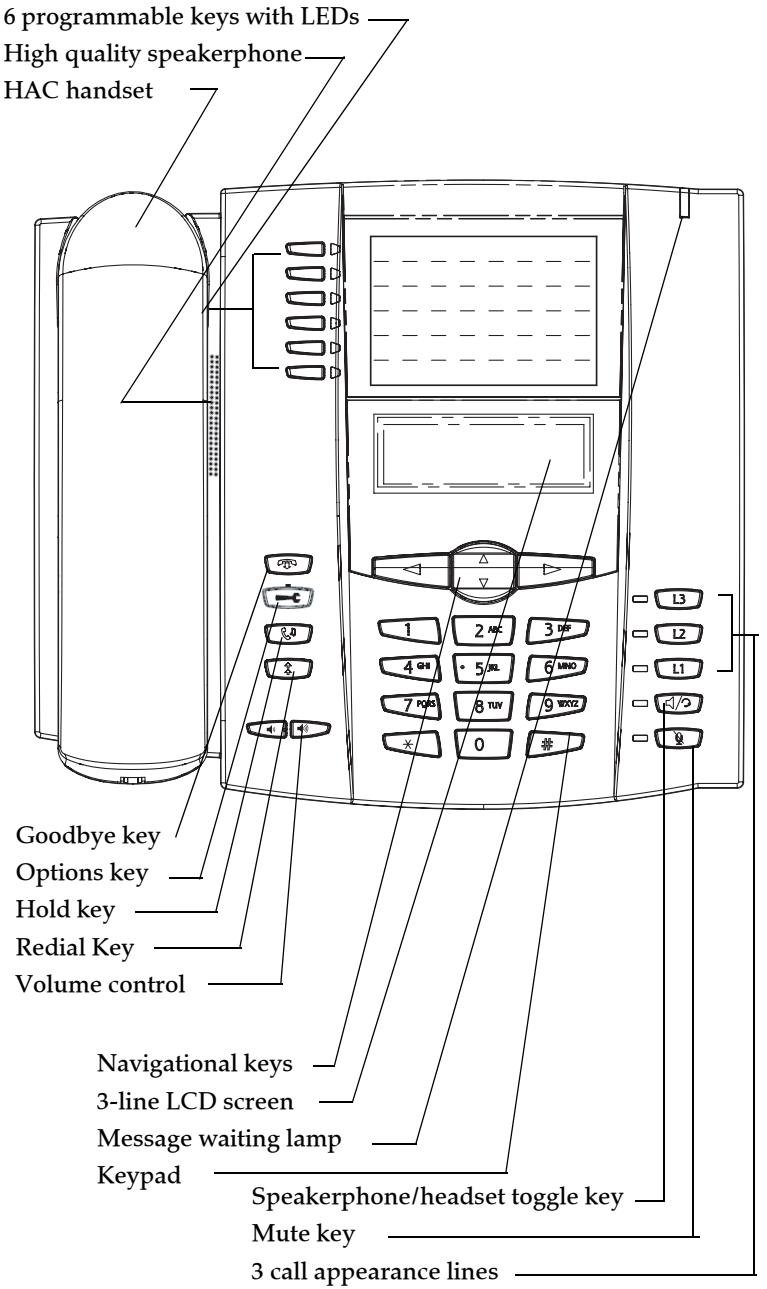
Symbol Keys	Text Keys	Key Description
		Mute key - Mutes the microphone so that your caller cannot hear you.
		Navigation keys - Pressing the UP and DOWN arrow keys lets you view different status and text messages on the LCD display (if there is more than 1 line of status/text messages). These buttons also let you scroll through menu selections, such as the Options List. UP Arrow - This key also acts as a Transfer Key, allowing you to transfer calls when required. DOWN Arrow - This key also acts as a Conference Key, allowing you to join conferences when required. Pressing the UP and DOWN arrow keys lets you view the lines on the LCD. While in the Options List, the navigation keys allow you to exit or enter the current option. When you are editing entries on the display, pressing the LEFT arrow key erases the character on the left; pressing the RIGHT arrow key sets the option.

Aastra IP Phone Model 6753i

6753i IP Phone Features

- 3-line LCD screen
- 6 top keys - all 6 keys are programmable
- Press-and-hold speeddial key configuration feature
- 3 call appearance lines with LEDs
- Supports up to 9 call lines
- Full-duplex speakerphone for handsfree calls
- Headset support (modular connector)
- Built-in two-port, 10/100 Ethernet ports - lets you share a connection with your computer
- Inline power support (based on 802.3af standard) which eliminates power adapters
- AC power adapter (included)
- Enhanced busy lamp fields
- Set paging

6753i Key Panel



6753i Key Description

Keys	Key Description
	Goodbye key - Ends an active call. The Goodbye key also exits an open list, such as the Options List, without saving changes.
	Options key - Accesses options to customize your phone. Your System Administrator may have already customized some of your settings. Check with your System Administrator before changing the administrator-only options.
	Hold key - Places an active call on hold. To retrieve a held call, press the call appearance button beside the light that is flashing.
	Redial key - Redials up to 100 previously dialed numbers. Pressing the Redial key twice simultaneously redials the last dialed number.
	Volume control key - Adjusts the volume for the handset, headset, ringer, and handsfree speaker.
   	Line/Call Appearance key - Connects you to a line or call. The Aastra 6753i IP phone supports up to 3 line keys.
	Handsfree key - Activates Handsfree for making and receiving calls without lifting the handset. When the audio mode option is set, this key is used to switch between a headset and the handsfree speakerphone.
	Mute key - Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute).

Keys	Key Description
	Navigation keys - Pressing the UP and DOWN arrow keys lets you view different status and text messages on the LCD display (if there is more than 1 line of status/text messages). These buttons also let you scroll through menu selections, such as the Options List. Pressing the LEFT and RIGHT arrow keys lets you view the different line/call appearances. While in the Options List, these keys allow you to exit or enter the current option. When you are editing entries on the display, pressing the LEFT arrow key erases the character on the left; pressing the RIGHT arrow key sets the option.

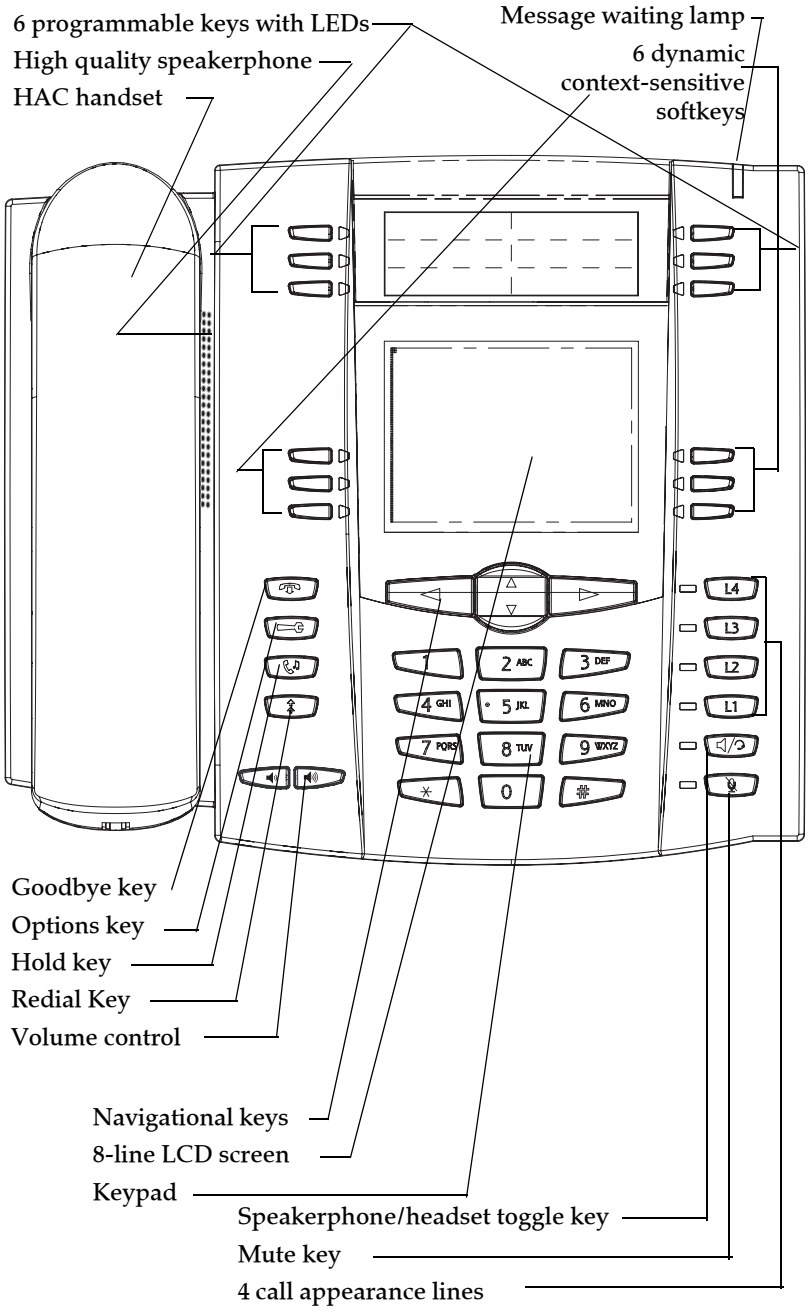
Keys	Key Description
	Programmable keys - 6 Top Keys - all 6 keys are programmable. Keys 1 and 2 are designated as the SAVE and DELETE keys, respectively. These keys are locked but can be unlocked and made configurable if required by the System Administrator. **1** - **SAVE** Allows you to save numbers and/or names to the Directory. Using this key, you enter the number, name, and line (or speeddial key) to record in the Directory List. **2** - **DELETE** Allows you to delete a single entry or all entries from the Directory List and Callers List. Your system administrator has preprogrammed the default set of softkeys for your IP phone. You can add additional softkeys, or edit softkeys, using the Web UI. The softkey types available for you to configure include: • Speeddial • Do Not Disturb • Call Forward • Voicemail • Find Me Follow Me • Park Call • Directed Call Pickup • Directory • Busy Lamp Field (BLF) • Conference • Intercom • Page All • Paging • SLA (displays if enabled by your administrator) • Relay • Services • Call List • Operator Day/Night (Operator only) • Operator On/Off Duty (Operator only)

Aastra IP Phone Model 6755i

6755i IP Phone Features

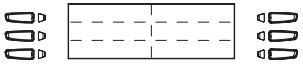
- 8 line graphical LCD screen (144 x 75 pixels) with white backlight
- 12 programmable keys
  - — 6 Top keys: Programmable hard keys
  - — 6 Bottom keys: Programmable state-based softkeys
- Press-and-hold speeddial key configuration feature
- 4 call appearance lines with LEDs
- Supports up to 9 call lines
- Full-duplex speakerphone for handsfree calls
- Headset support (modular connector)
- Built-in-two-port, 10/100 Ethernet switch - lets you share a connection with your computer.
- Inline power support (based on 802.3af standard) which eliminates power adapters.
- AC power adapter (included)
- Enhanced busy lamp fields
- Set paging

6755i Key Panel



6755i Key Description

Keys	Key Description
	Goodbye key - Ends an active call. The Goodbye key also exits an open list, such as the Options List, without saving changes.
	Options key - Accesses options to customize your phone. Your System Administrator may have already customized some of your settings. Check with your System Administrator before changing the administrator-only options.
	Hold key - Places an active call on hold. To retrieve a held call, press the call appearance button beside the light that is flashing.
	Redial key - Redials up to 100 previously dialed numbers. Pressing the Redial key twice simultaneously redials the last dialed number.
	Volume control key - Adjusts the volume for the handset, headset, ringer, and handsfree speaker.
	Line/Call Appearance key - Connects you to a line or call. The Aastra 6755i IP phone supports up to 4 line keys.
	Handsfree key - Activates Handsfree for making and receiving calls without lifting the handset. When the audio mode option is set, this key is used to switch between a headset and the handsfree speakerphone.
	Mute key - Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute).

Keys	Key Description
	Navigation keys - Pressing the UP and DOWN arrow keys lets you view different status and text messages on the LCD display (if there is more than 1 line of status/text messages). These buttons also let you scroll through menu selections, such as the Options List. Pressing the LEFT and RIGHT arrow keys lets you view the different line/call appearances. While in the Options List, these keys allow you to exit or enter the current option. When you are editing entries on the display, pressing the LEFT arrow key erases the character on the left; pressing the RIGHT arrow key sets the option.
	**Programmable Keys** -6 Top Keys: programmable static softkeys (up to 10 programmable functions) Your system administrator has preprogrammed the default set of softkeys for your IP phone. You can add additional softkeys, or edit softkeys, using the Web UI. The softkey types available for you to configure include: • Speeddial • Do Not Disturb • Call Forward • Voicemail • Find Me Follow Me • Park Call • Directed Call Pickup • Directory • Busy Lamp Field (BLF) • Conference • Intercom • Page All • Paging • SLA (displays if enabled by your administrator) • Relay • Services • Call List • Operator Day/Night (Operator only) • Operator On/Off Duty (Operator only)

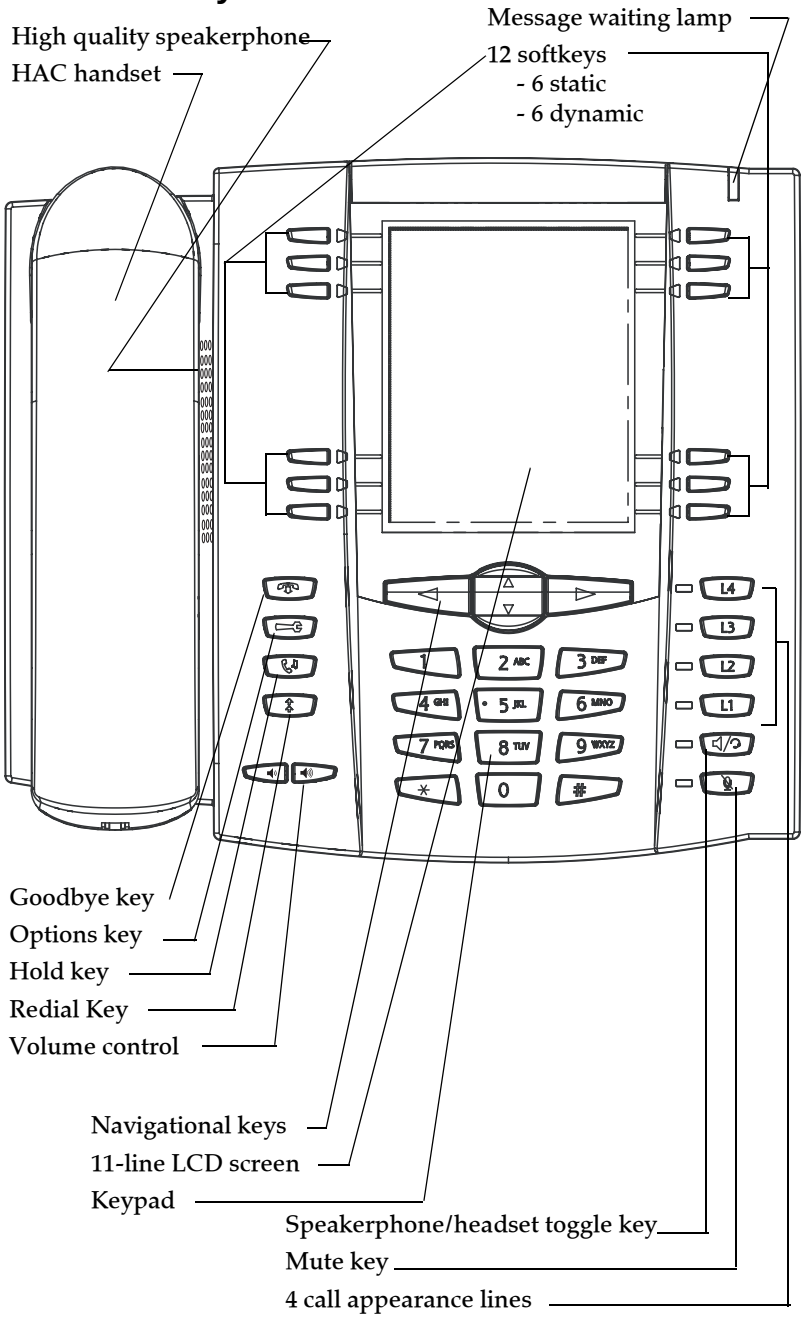
Keys	Key Description
	• **Softkeys** - 6 Bottom Keys: programmable state-based softkeys (up to 20 programmable functions) Your system administrator has preprogrammed the default set of softkeys for your IP phone. You can add additional softkeys, or edit softkeys, using the Web UI. The softkey types available for you to configure include: • Speeddial • Do Not Disturb • Call Forward • Voicemail • Find Me Follow Me • Park Call • Directed Call Pickup • Directory • Busy Lamp Field (BLF) • Conference • Intercom • Page All • Paging • SLA (displays if enabled by your administrator) • Relay • Services • Call List • Operator Day/Night (Operator only) • Operator On/Off Duty (Operator only)

Aastra IP Phone Model 6757i and 6757i CT

6757i and 6757i CT IP Phone Features

- 11 line graphical LCD screen (144 x 128 pixels) with white backlight
- 12 multi-functional softkeys
  - — 6 Top Keys: Static softkeys (up to 10 programmable functions)
  - — 6 Bottom Keys:State-based softkeys (up to 20 programmable functions)
- Press-and-hold speeddial key configuration feature
- 4 call appearance lines with LEDs
- Supports up to 9 call lines
- Full-duplex speakerphone for handsfree calls
- Headset support (modular connector)
- Built-in-two-port, 10/100 Ethernet switch - lets you share a connection with your computer.
- Inline power support (based on 802.3af standard) which eliminates power adapters.
- AC power adapter (included)
- Enhanced busy lamp fields
- Set paging

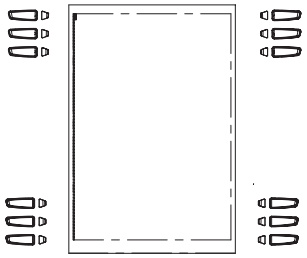
6757i and 6757i CT Key Panel



6757i and 6757i CT Key Descriptions

Keys	Key Description
	Goodbye key - Ends an active call. The Goodbye key also exits an open list, such as the Options List, without saving changes.
	Options key - Accesses options to customize your phone. Your System Administrator may have already customized some of your settings. Check with your System Administrator before changing the administrator-only options.
	Hold key - Places an active call on hold. To retrieve a held call, press the call appearance button beside the light that is flashing.
	Redial key - Redials up to 100 previously dialed numbers. Pressing the Redial key twice simultaneously redials the last dialed number.
	Volume control key - Adjusts the volume for the handset, headset, ringer, and handsfree speaker.
     	Line/Call Appearance key - Connects you to a line or call. The Aastra 6757i IP phone supports up to 4 line keys.
	Handsfree key - Activates Handsfree for making and receiving calls without lifting the handset. When the audio mode option is set, this key is used to switch between a headset and the handsfree speakerphone.
	Mute key - Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute).

Keys	Key Description
	Navigation keys - Pressing the UP and DOWN arrow keys lets you view different status and text messages on the LCD display (if there is more than 1 line of status/text messages). These buttons also let you scroll through menu selections, such as the Options List. Pressing the LEFT and RIGHT arrow keys lets you view the different line/call appearances. While in the Options List, these keys allow you to exit or enter the current option. When you are editing entries on the display, pressing the LEFT arrow key erases the character on the left; pressing the RIGHT arrow key sets the option.

Keys	Key Description
	**Softkeys** - 12 softkeys on the 6757i IP Phone, as follows: • 6 Top Keys: programmable static softkeys (up to 10 programmable functions) • 6 Bottom Keys: programmable state-based softkeys (up to 20 programmable functions) Your system administrator has preprogrammed the default set of softkeys for your IP phone. You can add additional softkeys, or edit softkeys, using the Web UI. The softkey types available for you to configure include: • Speeddial • Do Not Disturb • Call Forward • Voicemail • Find Me Follow Me • Park Call • Directed Call Pickup • Directory • Busy Lamp Field (BLF) • Conference • Intercom • Page All • Paging • SLA (displays if enabled by your administrator) • Relay • Services • Call List • Operator Day/Night (Operator only) • Operator On/Off Duty (Operator only)

6757i CT Cordless Handset

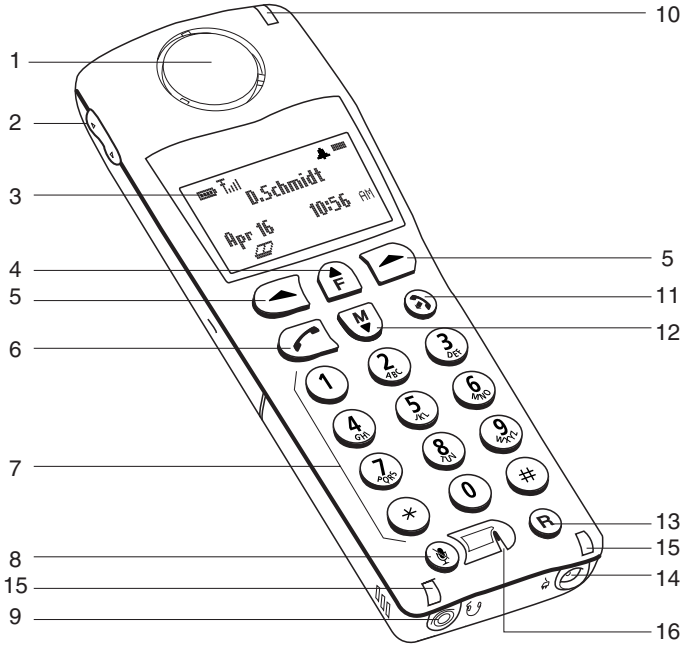
For information about the 6757i CT cordless handset, see "CT Cordless Handsets (9480i CT and 6757i CT)" on page A-43.

CT Cordless Handsets (9480i CT and 6757i CT)

The 9480i CT and 6757i CT phones have cordless handsets. This section describes the features and keys on the CT cordless handsets.

CT Cordless Handset Features

- 5 line backlit display screen
- 2 multi-functional softkeys
- Programmable function key supports up to 14 functions
- Vibration Alerter
- Headset Jack
- Desk charging stand



CT Cordless Handset Key Descriptions

Function #	Function Description
1	Receiver
2	Volume key During Ringing: Adjusts ringer volume During a call: Adjusts receiver volume During text mode (not in a call): Moves cursor right/left
3	Display
4	Features ƒ Key List Access key to the programmed Feature Key List Scrolls up when in the various lists Adds a space during editing
5	Softkeys Activates feature or option shown on the display above the keys
6	Call key Used to obtain dial tone Also used as a Hold key
7	Dial Pad
8	Mute Key When used, prevents the caller from hearing you
9	Headset Jack
10	Status Light
11	Release key To end calls and go on hook Exits Menu and the various lists
12	Menu Key Access key to the different Options Scrolls down when in the various lists Used as Backspace during editing
13	Redial Key Displays the last 10 numbers dialed
14	Charging Jack
15	Charging Contacts
16	Microphone

Cordless Handset Safety Information

Prior to installing and using the 6757i CT and handset, please read the following important safety information.

⚠ **Warning:** Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

⚠ **Warning:** This equipment complies with FCC and IC RF radiation exposure limits set forth for an uncontrolled environment. This device must be operated such that; a minimum separation distance of at least 20cm is maintained between the radiator (antenna) and the user's/nearby people's body at all times and it must not be co-located or operating in conjunction with any other antenna or transmitter.

Cordless Handset and Base Station

DO NOT:

- Use this handset near medical equipment such as pacemakers.
- Place the handset in areas subject to explosive hazards, flammable liquids or gases.
- Set up and use the handset close to devices that emit electromagnetic fields (i.e. electric motors, household appliances, fluorescent lamps, computers, radios, televisions, VCR's, DVD's etc.) Operation of the handset could be adversely affected if exposed to such fields and, at minimum, subject to interference and poorer quality voice communication.
- Locate the handset and base station near water, moisture, damp areas, heat sources, direct sunlight, areas with excessive dust, vibration or temperature extremes.
- Clean the handset using any chemical or commercial cleaner. Use only an anti-static or soft moistened cloth to clean the handset. Disconnect the charger stand prior to cleaning.

Note: Privacy of communications may not be ensured when using this phone. The base station transmitter, which is built in to the desk phone, must be installed to provide a separation distance of at least 20 cm from all persons.

Cordless Handset Battery Guidelines

- Never tamper with or dismantle the battery pack.
- Avoid touching the battery contacts.
- If necessary, clean the contacts with a damp cloth.
- Protect the battery contacts from contact with any metal objects.
- Never immerse batteries in water or throw them into a fire.

When setting up the phone:

- Use only the rechargeable batteries supplied with this product.
- Follow the battery installation instructions included with this guide.
- Charge the batteries using only the charger stand supplied with this product.

Note: That it takes two to three charging cycles for the batteries to reach their fully charged state.

During operation:

- It is normal for the batteries to become warm when charging.
- Discharge the batteries from time to time to prolong their service life. To do this, do not place the phone back into the charger stand until the batteries are completely or almost completely discharged. The battery icon on the display indicates when the batteries are low and an alert tone is sounded every three minutes.
- Only use batteries and charging units approved by the manufacturer.
- If you do not intend to use the phone for an extended period, the batteries should be removed from the handset.
- Store batteries at room temperature. Above average temperatures tend to reduce the service life of batteries.
- Do not throw away or incinerate used batteries. Take them to an appropriate collection point for recycling or send them back to your supplier or distributor.

Note: The batteries included with the 6757i CT handset are designed to provide up to four hours talk time and ninety six hours standby time. Actual battery performance can be affected by a wide variety of environmental and user factors.

Cordless Handset Installation and Setup

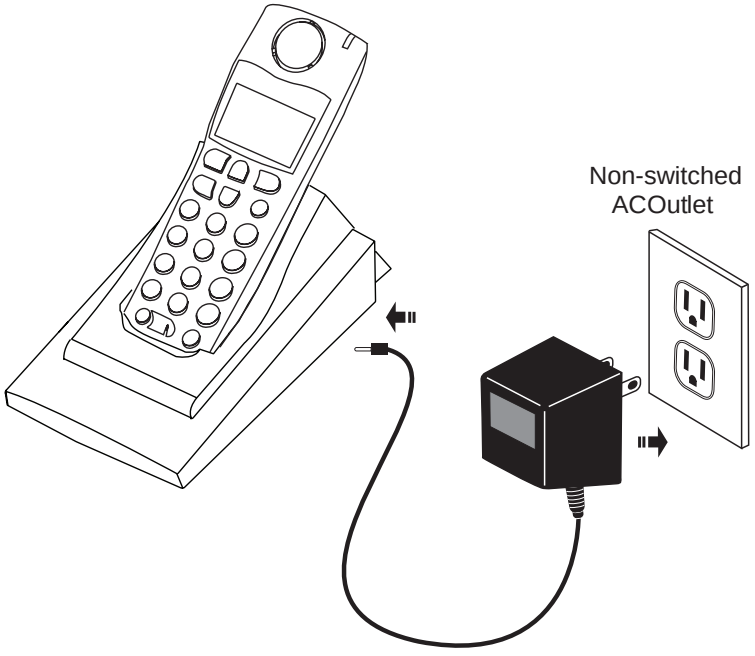
There are two steps involved in setting up the 6757i CT cordless handset:

- Set up and plug in the charging cradle.
- Install the batteries in the handset.

Charging Cradle

The charging cradle is designed to be placed on a desk or any appropriate flat surface. To set up the charging cradle:

1. Plug the modular cord of the power adapter into the jack on the bottom of the cradle. Route the cord through the retaining tabs of the molded cord slot. Verify the cradle rests on all four feet and does not wobble.
2. Plug the other end of the power adapter into a non-switched AC outlet. We recommend that you do *not* plug the adapter into an electrical power bar. The adapter should be the only item plugged into the AC outlet.



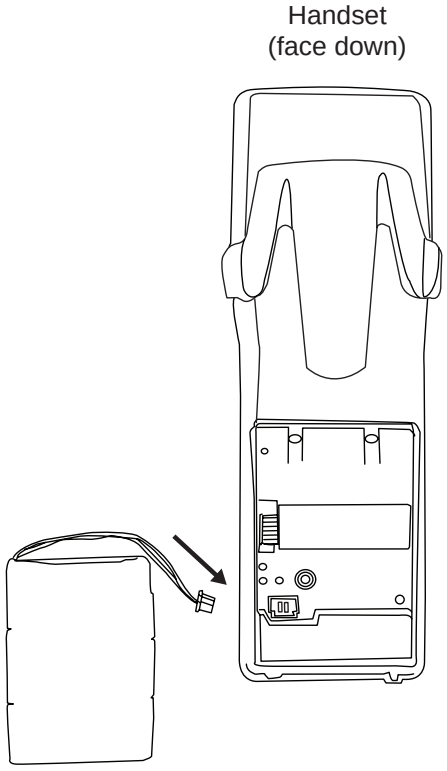
Installing and Charging the Battery

The handset is powered by a nickel metal hydride battery pack. To install and charge the battery:

1. Place the battery pack in the battery compartment with the connector wires pointing towards the bottom of the handset.
2. Connect the battery terminal wire to the charging pins within the battery compartment.
3. Slide the cover of the battery compartment from the bottom of the handset until it locks into place.
4. Place the handset, face up, in the charging cradle. The handset should easily slide into the charging cradle. If it does not, check the battery compartment cover to ensure it is properly closed.
5. Check the battery icon on the handset screen to confirm that it is blinking, and that the battery is properly charging.

The cordless handset is automatically “factory paired” to the base station and will establish contact with the base station once both units are successfully installed. You can verify this connection by checking for the presence of the Reception range icon beside the battery icon on the handset screen.

Note: The battery must be charged for a minimum of six hours prior to initial use of the handset.



Installing the Belt Clip

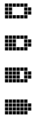
To install the belt clip, snap one arm of the clip into the slot on the side of the handset. Slide the other arm into the slot on the other side of the handset until it snaps into place.

Using a Headset with your Telephone

The 6757i CT cordless handset accepts headsets through the jack on the bottom of the handset. Contact your telephone equipment retailer or distributor to purchase a compatible headset. Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.

Battery Status Icons

The display provides “at a glance” information on the handset battery:

	The bars indicate the battery charge level — 4 bars indicates a fully charged battery. The battery needs recharging when only 1 bar appears.
	The bars will flash when the battery is being recharged on the charger stand.

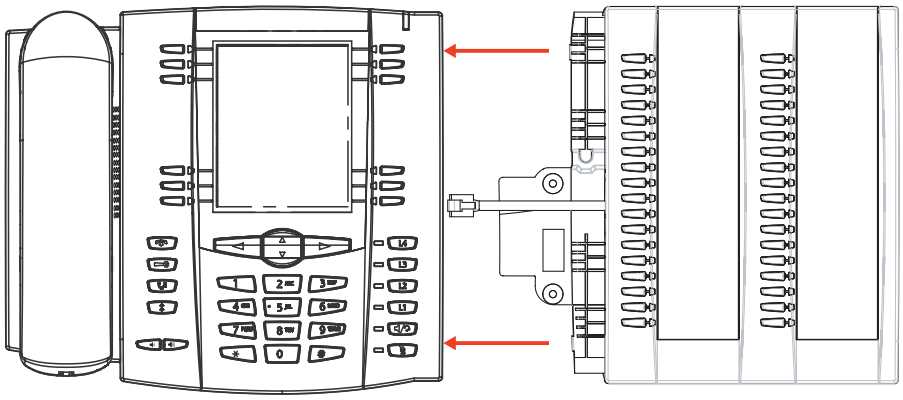
Note: The handset is designed to recharge the batteries *only* when necessary. The battery icon will not flash and the handset does not charge every time it is placed on the stand. If a defective battery is replaced, then the battery icon is not identified until the new battery is charged for at least 2 minutes.

Aastra IP Phone Model 536M and 560M Expansion Modules

The 6753i, 6755i, 6757i and 6757i CT IP Phones offer optional expansion modules that attach to the right side of the phone to provide additional softkeys.

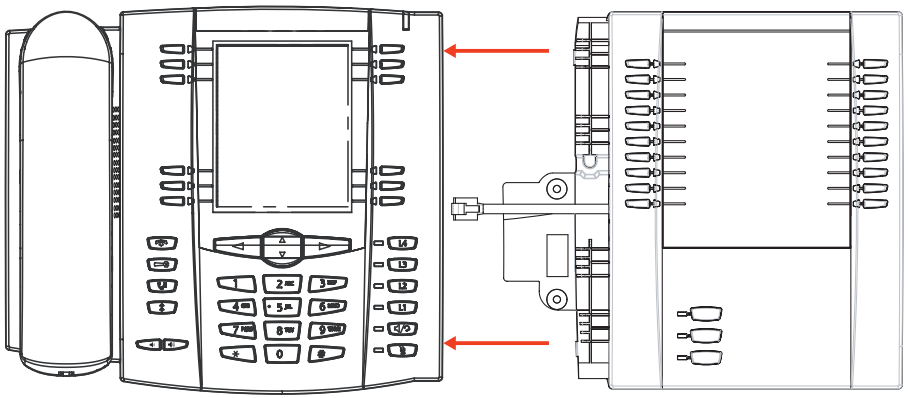
For Phone Models 6753i, 6755i, 6757i, 6757i CT

Model 536M



For Phone Models 6755i, 6757i, 6757i CT

Model 560M



536M and 560M Key Panel

The 536M provides 18 softkeys in each column (totaling 36 keys) on the keypad. Each key provides an LED for indicating call status. The 536M provides a paper label for convenient key labeling.

The 560M provides 10 softkeys in each column (totaling 20 keys) on the keypad. The 560M also provides 3 keys at the bottom left of the unit. These keys represent "Page 1", "Page 2", and "Page 3" of the LCD display. The 560M has 20 keys available on each page (totaling 60 softkeys). Each key provides an LED for indicating call status. The 560M provides an LCD for displaying key labels.

Note: Daisy-chained expansion modules are not recognized by the AastraLink Pro 160. The AastraLink Pro 160 supports a maximum of one expansion module per phone.

Reference

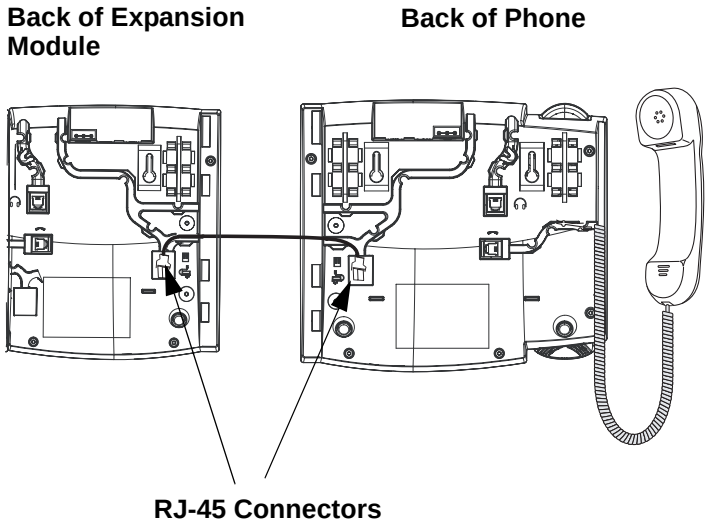
Refer to “Configuring SoftKeys For Your IP Phone” on page 3-32 for more information about configuring the softkeys on expansion modules.

Installing the Expansion Modules

Connecting the Expansion Modules to Your Phone

Use the following procedure to connect the 536M or the 560M to your IP phone.

1. Turn your phone over to show the bottom of the phone.
2. Turn the expansion module over to show the bottom of the module.
3. Connect one end of the RJ-45 cable to the RJ-45 port on the back of your phone as indicated in the illustration below.

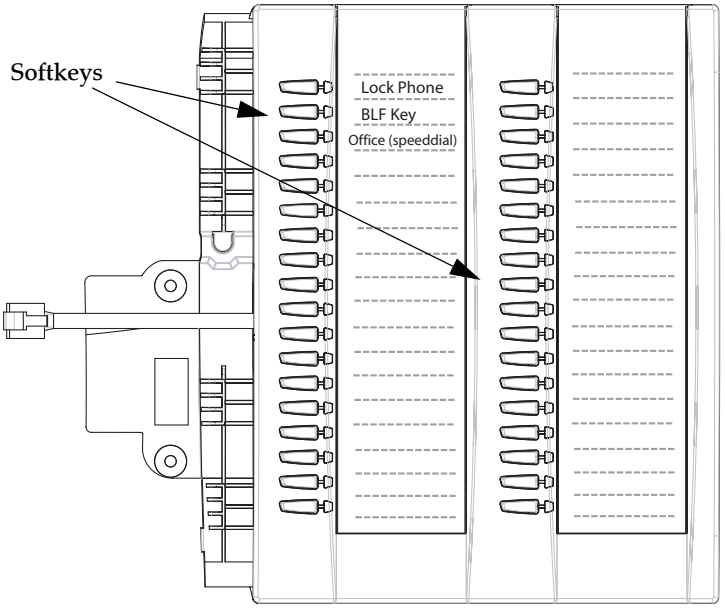


4. Connect the other end of the RJ-45 cable to the RJ-45 port on the back of the expansion module as indicated in the illustration above.
5. Turn over both units to sit face up on the desk with the expansion module sitting flush against the right side of the phone.

Using the Expansion Modules

536M Expansion Module

After configuring the softkeys on the 536M Expansion Module, you can record the name of the softkey on the paper labels provided with the Expansion Module. Press the softkey you want to use when applicable.



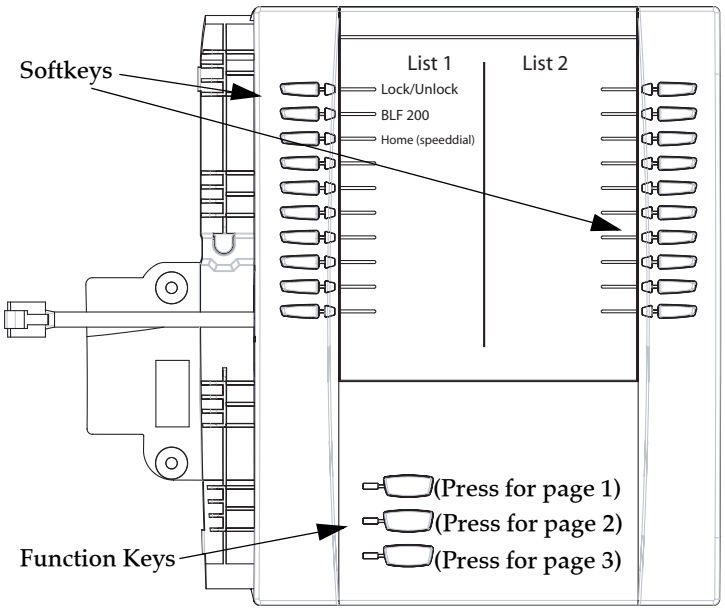
560M Expansion Module

The 560M Expansion Module screen displays softkeys in column format. The function keys on the bottom left of the Module allow you to display 3 full screens of softkeys. Each screen consists of 2 columns with the following default headings on each page:

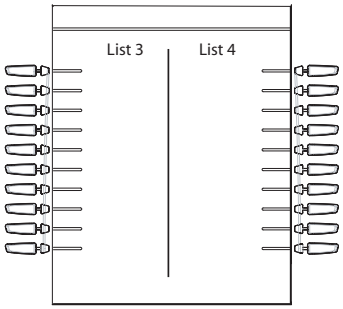
Page 1"**List 1**" and "**List 2**"

Page 2"**List 3**" and "**List 4**"

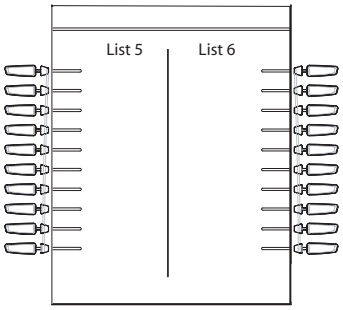
Page 3"**List 5**" and "**List 6**".



Page 1 Screen



Page 2 Screen



Page 3 Screen

To use the 560M, press the function key for the page you want to display to the LCD (page 1, page2, or page 3), and press the applicable softkey.

Note: Your System Administrator can customize the headings on each 560M Expansion Module screen. Contact your System Administrator for more information.

Aastra DECT 420d Handset

Display

- 128 x 128 pixels, 65K color support, backlight
- Graphical menu system

Call and Telephony Features

- 12 numerical keys, 5 navigation keys, 2 function keys
- Auto answer (when handset is lifted from the charger)
- Key lock option
- Call forward - all, busy, no answer
- Call timer
- Call transfer and call hold (for internal calls)
- Call waiting indication
- Caller ID with name from phone book
- Distinctive ringing
- Call log of incoming/outgoing/missed calls
- Call return (from call log)
- Customizable phone settings
- Intercom (handset to handset through MBU)
- Contacts List (up to 200 entries and 4 numbers per entry)
- Voicemail message support
- Speeddial support
- Three-way conferencing (2 handsets)
- Call hang up (upon return to charging cradle)
- On-hook dialing (pre-dial numbers before pressing off-hook button)

Audio Features

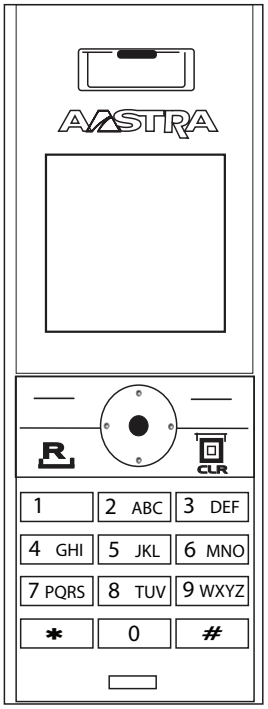
- Mute (disable microphone)
- Receiver volume control
- Ring tone melodies
- Ringer volume control
- Key sounds (click, DTMF, and special tones)
- Low battery and out-of-range audible warnings
- Speakerphone
- Headset jack (2.5 mm)

Other Handset Features

- Separate handset charging station
- Hearing aid compatible
- Multi-language support (Danish, German, English, Spanish, French, Italian, Dutch, Portuguese, Finnish)
- Li-Ion battery pack
- Automatic or fixed registration of handset to MBU
- Status indicators in idle mode (signal, battery level, date and time)
- Message waiting indicator (missed calls, voicemail)
- Vibrator mode on handset

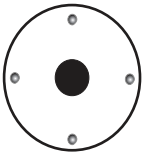
420d Handset Key Descriptions

The Aastra 420 handset has a front keypad as well as some side keys. These keys can be used to customize your handset as well as make and manage calls.



The following table describes the keys on the key panel of your 420d handset.

Keys	Key Description
	Softkeys - Select from the right and left choices displayed in the bottom corners of the handset screen using the softkeys. The handset idle screen softkeys are `Call log` (left key) and `Options` (right key).
	Green Key - Answer an incoming call with the green key. From idle mode the green key connects to the primary line (set as Landline or VoIP) and dials the number you have entered or selected.

Keys (continued)	Key Description (continued)
	Red Key - End calls, return to calls placed on hold, and exit menus using the red key. (Pressing the red key while within a menu may exit without saving changes.)
	OK Key - Access the Main Menu from idle mode, and use the OK key to select menu items whenever the icon appears at the bottom of the handset screen.
	**Navigation Keys** - Scroll though menu items using the left, right, top, and bottom navigational keys.
	Star Key - Change the input mode while entering text using the star key. The current input mode displays on the upper right corner of the screen. Lock or unlock the keypad from idle mode using the star key (press * then the Lock or Unlock softkey). A key appears at the top of the handset display when the keypad is locked.
	Number Key - Toggle on or off the silent mode from the idle screen by pressing the "#" key, and pressing the Silence on or Silence off softkey as required

Keys (continued)	Key Description (continued)
	Volume Keys - (Located on the side of the handset.) Use the volume + and - keys during an active call to adjust the call volume. From idle mode, use the volume + key to view the system status menu, including the MAC address and IP address of your phone system.
	Speakerphone Key - (Located on the side of the handset.) Toggle the speakerphone on and off using the speakerphone key.

Registering the DECT 420d Handset with the AastraLink Pro 160

For information about registering the MBU 400 and DECT 420d handset with the AastraLink Pro 160, contact your Administrator.

Appendix B
Troubleshooting Solutions

About This Appendix

This Appendix describes solutions to some most commonly occurring problems.

Why is my display blank?

Ensure that power is being provided to your phone. If your network does not provide inline power over Ethernet, you can obtain an additional accessory, the Aastra PoE (Power over Ethernet) inline power supply, to provide power over Ethernet locally to your phone.

Why is my speaker phone not working?

If you press the button and the speaker light flashes and you do not hear dial tone through the speaker phone, the Set Audio option in the phone's Options list has been set up for headset use. Press a second time and if the light goes out, the phone has been set up to be used only with a headset or handset. If the light stays on steady and you hear dial tone, the phone has been set up so that you can alternate between the speakerphone and the headset by pressing .

See "Setting the Headset Microphone Volume" on page 2-77 for instructions on how to change the Set Audio option.

Why can't I get a dial tone?

Check for any loose connections and that the phone has been installed properly. For installation instructions, please refer to the *AastraLink Pro 160 Quick Start User's Guide*.

Why doesn’t my phone ring?

Check the ring volume on your phone. It may be turned down or turned off. To adjust the ringer volume setting, press the volume button when the phone is on-hook and idle.

Why is my handset not working?

Check to ensure that the handset cord is fully connected to both the phone and handset.

How Do I Change My User Password?

Use the Web UI to change your password. See the Section entitled “Changing Your Password” on page 3-46 for instructions.

How do I find the IP address of my phone?

The IP address of your Phone is listed under the Options screen. See “Viewing the IP Address and MAC Address of Your Phone”on page 2-80 for instructions.

Appendix C
Remote Office Installation and Configuration of the Phone (Phone -Side)

Introduction

This appendix supplements the *AastraLink Pro 160 Quick Start User's Guide*. It describes how to do the following task:

- Configuring your phone for remote office setup
- Connecting your phone to the AastraLink Pro 160 Network from the remote office
- Manually configuring port-forwarding (if required)

Topics

This appendix covers the following topic:

Topic	Page
Configuring Your IP Phone for Remote Office Setup	page C-2
Connecting Your IP Phone to the AastraLink Pro 160 Network From a Remote Office	page C-4
Manually Configuring Port-Forwarding	page C-7

Configuring Your IP Phone for Remote Office Setup

Overview

AastraLink Pro supports the use of IP phones in remote locations, such as home office or other routable networks, where an insecure network conected via Network Address Translating (NAT) firewalls, such as the public Internet or WAN, is used between the central AastraLink server and the remote user.

Using an IP phone in a remote office configuration requires that:

1. The IP phone be correctly configured to connect back to the office router

2. The local router supports NAT traversal (via UPnP or static port-forwarding)

Configuring the remote phone

Pre-staged phones

You can configure IP Phones by pre-staging them. This consists of connecting the phone on the AastraLink LAN and registering the phone, before taking it to the remote location. Refer to “Connecting Your IP Phone to the AastraLink Pro 160 Network From a Remote Office” on page C-4.

Non Pre-staged phones

For phones that are not pre-staged, the administrator must manually add the phone registration details (MAC address, user name and extension number) before the phone is able to connect. Refer to the administrators guide for additional information. After the registration details have been entered, connect the phone using the procedure, “Connecting Your IP Phone to the AastraLink Pro 160 Network From a Remote Office” on page C-4.

Configuring Routing

UPnP Supported/Enabled

If the local router is supported by the IP Phone UPnP protocol, the router has its UPnP services enabled, and the IP phone has been configured (via the administrator TUI menu) to use UPnP, no further configuration is required. Refer to the procedure, "Connecting Your IP Phone to the AastraLink Pro 160 Network From a Remote Office" on page C-4.

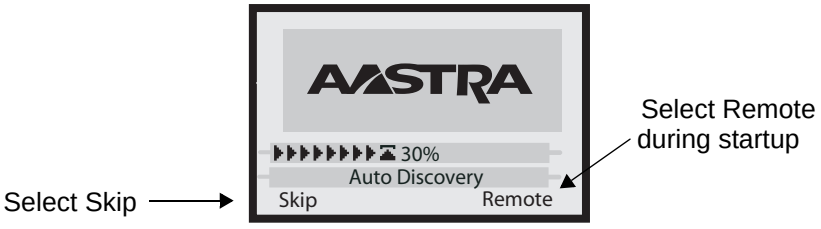
UPnP Not Supported/Disabled

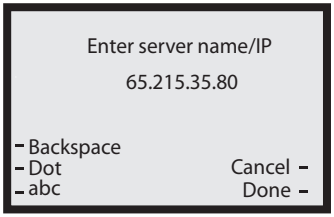
If however the UPnP is not supported/disabled, manual port-forwarding on the remote user router is necessary, and the corresponding NAT port information must be entered into the phone. Refer to "Manually Configuring Port-Forwarding" on page C-7, and "Remote Phone Installation and Port-Forwarding Configuration Example" on page C-10.

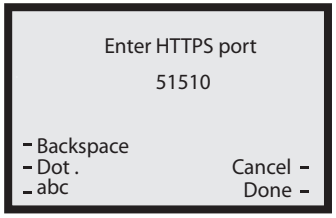
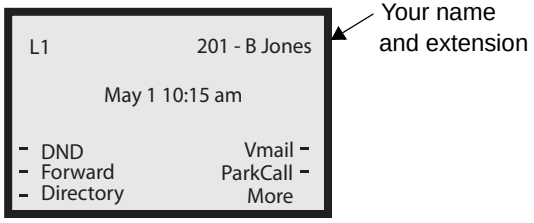
Connecting Your IP Phone to the AastraLink Pro 160 Network From a Remote Office

After your administrator registers your IP phone at the central site, use the following procedure to connect to the IP phone network from a remote office.

Warning: On remote phones connected to the AastraLink Pro 160, the following emergency related message displays: **"E911 calls are not available from this phone."** Remote IP phone users should **not** make emergency calls using the AastraLink Pro 160, because the location information will be incorrect. E911 regulations in the United States require street address location information be transmitted to the Public Safety Answering Point (PSAP). This information is provided by the telco, using the location of the analogue line connected to the AastraLink Pro 160 Lifeline port (FXO Line 1).

Step	Action
1	Connect the Aastra IP phone to your Ethernet Hub/Router. **Note:** See your *AastraLink Pro 160 Quick Start User's Guide* for instructions on setting up and installing your Aastra IP phone. Your Aastra IP phone powers up, completes its diagnostics, and searches for the AastraLink Pro 160 on the network.
2	Select <**Remote**> to specify that this is a remote IP phone.  **Note:** If for some reason the IP phone is unable to obtain an IP address, then the IP phone UI displays the message "UPnP Device Not Found." If you see this message, skip ahead to the following section "Manually Configuring Port-Forwarding" on page C-7 for instructions.

Step	Action
3	Enter the IP Address of the AastraLink Pro 160 that is located at the central site. For example: `65.215.35.80`  **Note:** If you do not know the IP address of the AastraLink Pro 160, check with your administrator.

Step	Action
4	Specify the HTTP port the IP phone uses to communicate with the AastraLink Pro 160. For example: 51510  Your Aastra IP phone downloads the latest configuration information from the AastraLink Pro 160 and reboots. When the Idle State Screen appears showing your user name and extension (like the one below), the registration process is complete.
5	Your Aastra IP phone connects to the IP phone network at the central site and is fully operational.  Your IP phone only successfully connects to the AastraLink Pro if its MAC address is pre-provisioned in the Users List at the location *User->User List* in the administrator menus.

Manually Configuring Port-Forwarding

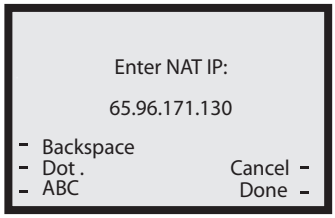
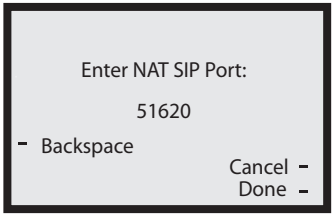
Not all routers support Universal Plug & Play (UPnP), and some may need to have the UPnP support manually enabled. If the Aastra IP phone cannot obtain the public IP address of the router via UPnP, the phone displays the message "*UPnP device not found*." This condition most often occurs if:

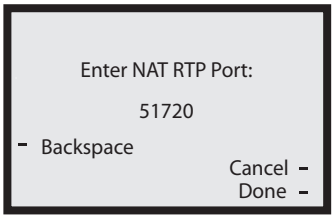
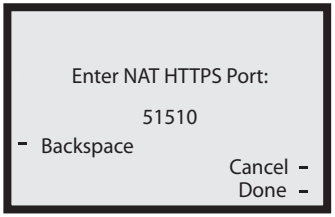
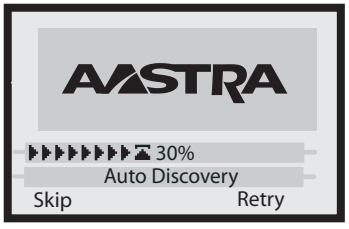
- The remote Aastra IP phone is not installed behind a UPnP enabled router, or
- The Aastra IP phone cannot set up minimal port mappings (for example, if you have multiple devices connected to your router).

So, in order for the Aastra IP phone to communicate with the AastraLink Pro 160, you must use the instructions in this section to manually enter the port mapping information that is configured on your router.

Note: If you do not know the port mappings configured on your router, then refer to your router documentation for more information.

Step	Action
1	If your IP phone UI displays the "UPnP Device Not Found" message shown below, press <**Skip**> to begin manually configuring port mapping parameters.

Step	Action
2	Specify the public IP address, or dynamic/static DNS FQDN of your router, then press <**Done**>. For example: 65.96.171.130. 
3	Specify the public SIP port (default 51620) for your router, then press <**Done**>. 

Step	Action
4	Specify the public RTP starting port (default 51720) for your router, then press <**Done**>. 
5	Specify the public HTTP port (default 51510) for your router, then press <**Done**>.  Your AastraLink IP Phone reboots and begins the discovery process. Now, go back to the previous section entitled “Connecting Your IP Phone to the AastraLink Pro 160 Network From a Remote Office” on page C-4 and complete steps 2-4 to complete the remote registration procedure. 

Remote Phone Installation and Port-Forwarding Configuration Example

The following is an example of installing and setting up up your remote phone for port-forwarding.

AastraLink Pro 160 Remote Office Configuration	
Step	**Action**
Configure Port Forwarding	
1	Manually setup the required port forwarding on the Home Router. **Note:** Refer to the "Home Router Port Mapping Table" on page C-11.
Install the Remote IP Phone (Pre-Stage Phone)	
2	Press **<Remote>** when remote phone is in the Auto-Discovery screen. If the phone cannot find a UPnP enabled device, it displays "*UPnP device not found*". Press **<Skip>**. The phone prompts for the NAT IP address.
3	Enter the Home Router WAN-side IP address. For example: 65.96.171.130 The phone prompts for the SIP port.
4	Enter the SIP port for the Home Router. For example, you can enter 51620. The Phone prompts for an RTP port.
5	Enter the RTP port for the Home Router. For example, you can enter 51720. The Phone prompts for an HTTPS port.
6	Enter the HTTPS port for Home Router. For example, you can enter 51510.
Install the Remote IP Phone (Non-pre-Stage Phone)	
7	Press **<Remote>** and enter the server external gateway IP address (for example, 65.215.35.80). The Phone prompts for an HTTP port.

AastraLink Pro 160 Remote Office Configuration

Step	Action
8	Enter the HTTP port start (for example, 51510). The Phone prompts for a NAT IP address.
9	Enter the Home Router WAN-side IP address. The phone prompts for the SIP port.
10	Enter the SIP port for the Home Router. For example, you can enter 51620. The Phone prompts for an RTP port.
11	Enter the RTP port for the Home Router. For example, you can enter 51720. The Phone prompts for an HTTPS port.

The following table is the port mapping table after a successful UPnP session with the phone-side Home Router.

Home Router Port Mapping Table

	Action	Name	Source	Destination	Protocol
☑	Allow		WAN, *	LAN, 192.168.1.3	UDP, 5060-51620
☑	Allow		WAN, *	LAN, 192.168.1.3	TCP, 80-51510
☑	Allow		WAN, *	LAN, 192.168.1.3	UDP, 3000-51720
☑	Allow		WAN, *	LAN, 192.168.1.3	UDP, 3001-51721
☑	Allow		WAN, *	LAN, 192.168.1.3	UDP, 3002-51722
☑	Allow		WAN, *	LAN, 192.168.1.3	UDP, 3003-51723

	Action	Name	Source	Destination	Protocol
☑	Allow		WAN, *	LAN, 192.168.1.3	UDP, 3004-51724
☑	Allow		WAN, *	LAN, 192.168.1.3	UDP, 3005-51725
☑	Allow		WAN, *	LAN, 192.168.1.3	UDP, 3006-51726
☑	Allow		WAN, *	LAN, 192.168.1.3	UDP, 3007-51727
☑	Allow		WAN, *	LAN, 192.168.1.3	UDP, 3008-51728
☑	Allow		WAN, *	LAN, 192.168.1.3	UDP, 3009-51729
☑	Deny	Default	* , *	LAN, *	*, *
☑	Allow	Default	LAN, *	* , *	* , *

Column Descriptions

Column	Description
Action	Indicates whether or not the phone is allowed to Ping the WAN port. Valid values are Allow and Deny.
Name	Indicates a name for the port mapping.
Source	Source of the port mapping (WAN or LAN)

Column	Description
Destination	Phone IP address
Protocol	Protocol used for the port mapping. • Phone UDP/TCP port open (3000, 3001,...) • Home Router WAN-side UDP/TCP open (51720, 51721,...etc. These ports are ready to forward the packets to the corresponding phone ports in the mapping.

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